Are we really doing person-centred dementia care?

The Utility of the Individualised Care Inventory (ICI) in Residential Aged Care Facilities

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If dementia care was....

A Country

• It would be the world’s 21st largest economy;

A Company

• It would be the world’s largest by annual revenue (in excess of $414 billion US)

Optimal Dementia Care

- Person-centred approach
- Evidence that it improves quality of care & quality of life
- Complexity of meaning now defined by VIPS (Brooker, 2004; 2007; 2013)
- VPM – translation of VIPS into practice (Rosvik & Brooker, 2013)

Can a tool measuring ‘Individualised Care’ inform us about ‘person centred practice’?
1. “Person-centred care” often used synonymously with “individualised care”:
   • acknowledges each person with dementia as unique
   • which is practiced through consistent caring relationships,
   • that takes account of the individuality of the PWD, and
   • incorporates their participation in decision making.

2. Meaning of PCC and ‘Individualised Care’ distorted in translation to practice

3. Tool - a non-observational, easy to use, staff-completed pencil and paper measure of the three domains of care for residents of long term care who have dementia
   • help us understand the nature of the care delivered
   • gives staff a voice in the evaluation of care practice
   • provide management with information to support staff / build capacity
Individualised Care Inventory
Chappell N, Reid R, Gish J. 2007

- Knowing the person
  unique needs & personal patterns/preferences of person with dementia
  6/13 items
  4 point scale

- Autonomy and Choice;
  support for decision-making, independence, choice by person with dementia
  8/15 items
  5 point scale

- Effective Communication;
  • communication between staff
  • communication between staff & residents
  3/7 items
  4 point scale
  5/11 items
  4 point scale
Data Sources

Staff from rural residential aged care facilities

- EBPAC – Round Two
  “Addressing Behaviours of Concern in the Bush”

- Local Palliative Care Grant – Round 5
  “Palliative Care for People with Dementia”

- Victorian Department of Health
  “Dementia Friendly Environments Rollout Projects”

We talk a good game but do we really do Person-centred dementia care?
What does the ICI tell us?

<table>
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<tr>
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<th>IC_KNOW</th>
<th>IC_AUTO</th>
<th>IC_COMMUNICATION</th>
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<tr>
<td></td>
<td></td>
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<td>Staff/Resident</td>
</tr>
<tr>
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<td>Staff/Staff</td>
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<tr>
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<td>36 (75)</td>
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<tr>
<td>Short scale</td>
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(1.0 is a “perfect” score)
Dementia Care in Practice: Areas for Improvement

Knowing the resident

- Quality of social history
- Care plans based on resident values
- Seeing residents as unique individuals

Our research indicates:

- Knowledge is often superficial
- Lack of understanding on how to translate knowledge of resident to care practice
Dementia Care in Practice: Areas for Improvement

Staff/Residents
• Talk to residents about the care they are receiving.

Staff/Staff
• Supervisor consideration of staff preferences when making decisions about resident care
• Playing a part in the making of facility procedures and practices

Our research indicates that these elements are impacted on by a general institutional environment in which there is an entrenched hierarchy
General Institutional Environments

*Resident Autonomy short scale items which assess general institutional environment*

1. Feel rushed because of facility routines – 60%
2. Facility does not support the independence of residents – 51%
3. Other staff have different ideas about dementia care – 51%
4. Residents have enough to do during the day – 45%
5. Facility offers choice in activity programming – 44%
6. Staff have time to allow residents to do things for themselves – 29%
7. Feel good about the care they provide – 73%
8. Not enough resources for providing resident care – 63%

- have done things for residents when they could have done themselves – 54%
- Not able to allow residents that look after to make decisions for themselves – 50%
## INDIVIDUALISED CARE SUBSCALES: MEAN RATIO SCORES

<table>
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<tr>
<th></th>
<th>KNOWING RESIDENT</th>
<th>RESIDENT AUTONOMY</th>
<th>COMMUNICATION Between Staff</th>
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*p.05 **p .001
Utility of ICI

- Measure reflects the complexity of PCC
- Enables staff to have a voice about the care they provide
- Provides ongoing evidence of person-centred care practices
- Informs managers of the areas in which staff can be rewarded, supported, provided opportunities for further education
- Validated, easy to administer / complete
- Total of 22 items using short scales which is reasonable for regular use
Further Information:
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