



Going Beyond

A 'How-to Guide' to Providing Quality Dementia Care During Activities of Daily Living

Step-by-step suggestions on how you can help keep your residents feeling calm, comfortable, and safe, while helping to build your confidence in your day-to-day role when performing activities of daily living (ADLs).

PHASE 1

Being Ready: Check That You Have Your Items and Devices Ready to Go

Done before you approach the resident to even begin any care task.

- If you will be using an electric lift, make sure it is charged and all equipment is ready to go. Otherwise, you may be putting your resident's safety at risk by having to leave them alone in order to go collect items you need. Leaving them alone in a lift, can also increase their anxiety and/or confusion.



PHASE 2

The Approach & Welcome: Building Rapport and Creating a Safe and Friendly Space

Done before you even begin any care task.

- If you are aware of your resident's preferences have them ready to go beforehand – e.g., do they like to have music playing in the background? If so, have their favorite type of music ready. Do they like to talk about dogs/cats? Maybe have a picture ready or a story to share with them.
- With a friendly smile, let the resident see you before you talk to them and especially before you touch them. (If the person has vision impairment, make them aware of your presence by speaking gently before you touch them.)
- Remember to speak in a soft, calm and friendly manner so as not to startle them. While speaking to your resident, have gentle eye contact and keep that friendly smile on your face.

- Before you talk about the care task, first make “small talk” to establish rapport and gain their trust.

EXAMPLES:

“My! You're looking nice this morning, Betty!”

“Oh, what a gorgeous day we're having!”

- For residents with communication challenges such as those in later stages of their dementia, it's best to use more non-verbal communication to help them to understand that you are a nice person who has no intention of hurting them. For example, giving a thumbs up often; keeping a friendly smile on the entire time you are supporting them (or maybe use a marker to add a smile to your face mask) and play their familiar music during the entire care task.



Helpful Tips

Goal: Do all that you can to show the resident that you are their friend. Get to know your resident and try to establish a sincere connection with each person.

The Invitation – Building Trust and Allowing for Autonomy

Done *before* you begin your routine.

EXAMPLES OF INVITATION STATEMENTS:

“What do you say we go get you looking and feeling fantastic!”

“I have time now to support you to feel your best. You are important to me. Let’s do this (bath/shower/clean-up/spa session prettying-up session/glamour session/spiffing-up session) together.”

“While, I’m here, let’s get you feeling better. I promise to not take long. I want you to feel and look great. Let’s do this together.”

For residents in later stages of dementia:

“I have an idea...come with me!”

Once you get approval or confirmation...then act positive. Smile to show you are happy to support them with the next steps.

Some terms you may want to try when inviting a person for a bath/shower:

Time to get “cleaned up,” “spa session,” “prettying-up session,” “glamour session,” “spiffing-up session.”

Feel free to add a few more ideas to this list that works best for your residents or use what works from different languages that the resident is more familiar with.



Helpful Tips

- Remember to keep gentle eye contact
- Speak in short, clear sentences
- Use a gentle tone
- Stay positive and patient throughout the care task

If a resident is hesitant or refuses at first, step away for a moment then come back, and try again.

“No worries, how about I go check on laundry. I will come back in about ____ minutes.”

Or you can try saying, “No worries, I can come back later. What time works best for you?”

Ideas to demonstrate a friendly relationship with your resident (with no communication challenges):

“We have been friends for a long time. I like being your friend. Do you feel the same, John?”

Ideas to demonstrate a friendly relationship with your resident (with communication challenges):

“I really like you, Martha. I’m so happy we’re friends.” (Show a warm smile and thumbs up at the same time.)

“I love ‘Singing in the Rain’ too, Henry! Thank you for teaching me this song.” (Done with a smile and giving Henry a thumbs up!)

The Care Task: Maintain the Trust and Show You Don't Want to Hurt Them

Done during the care task.

- After they have agreed to you supporting them:

Try asking them to sing a song with you (or you can sing or hum a song for them) that they know well, while you bring them to where the care task needs to take place.

Maintain a positive, friendly, calm, and warm connection with your resident. This helps reassure them that they are safe with you and that they can trust you. This enhances cooperation from your resident and a more pleasant experience on both sides.

EXAMPLES:

“Great! This will be my pleasure!”

“It will be my honour to support you!”

“I'm glad we can trust each other.”

- Offer lots of reassurance. When at the location of where the lift/machine, remind them that “We are friends and I will never do anything to hurt you. I care about you too much.”
 - Keep smiling and nodding your head in a positive way. (Maybe use a marker to add a smile to your face mask.)
 - Give lots of thumbs up or positive symbols with your hand.
- Remain respectful and be aware that bath times and routines related to personal hygiene, is one of those moments when your residents are probably feeling most

exposed and vulnerable. Think – if this was you, or someone you love, at your/their most vulnerable state, how would you want others to treat you/them?

- Explain to them what you are about to do next.

EXAMPLE:

“Okay, Madeleine. I'm just going to scoop some water over your head to start washing your hair. While I do that, can you hold the wash cloth over your forehead to prevent the water dripping on your eyes and nose? I remember you don't like that when it happens. You're my friend and I want this to be a comfortable experience for you.”

- Encourage independence and choice. Do this even if they are unable to speak. (i.e. Asking them for help such as holding something for you and cuing them to take the items in their hands.)
- Emphasize teamwork. Throughout the care task, act as though the situation is all about teamwork: “Let's do this together. You hold here...and I'll do this.”
- Depending on the situation, it can be safer to have two people support a resident with their ADL's. One person can operate the equipment while the second person can be the one to help calm and reassure the person living with symptoms of dementia in a soft caring tone. This person may also choose to sing a familiar song for the resident to help as a distraction.



Helpful Tips

If they demonstrate they are in fear or worried or angry, **STOP WHAT YOU ARE DOING.**

- Genuinely say, “I'm sorry.”
- Remind them again that you don't want to hurt them.

- Validate their feelings.
- Start again when safe to do so.

Use the Stop and Go process as often as needed until the task is complete [Taught in the Gentle Persuasive Approaches (GPA) Program].

If it's working, keep smiling and maybe singing to the music.

Thank you from your friends at Handicare and Dementia Solutions. **Keep up the great work!**