From Problem to Unmet Need - A Practical Non-Pharmacological Solution to Behaviours of Concern

GV Health ECHO Presentation by Jane Verity Founder and CEO Dementia Care International 11.10.2022

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Dementia Care International – Our Focus



Dementia Care International's focus is to humanise the experience of dementia and show how we can alleviate the symptoms and the emotional suffering, with specialised care – hence our name – Dementia <u>Care</u> International.



Humanising Behaviors of Concern From Problem to Unmet Need



Changing or Managing Another Person

We can not change or manage another person.

When we try – the other person is likely to react by getting angry back at us.

Therefore, we are the ones who have to change.





Stepping into the Person's Shoes

We need to shift

From: Seeing the situation from our perspective

To: Seeing the situation from the other person's point of view





Understanding the Behaviour of People with Dementia

"There is always a personal meaningful reason behind anything a person with dementia might say or do, no matter how strange it may seem."

Jane Verity





Recreating Memories – Mona's Story



In their imagination people with dementia may recreate memories of the past to meet their unmet needs in the present.

Jane Verity



Spark of Life 5 Core Emotional Needs



- 1. To feel needed and useful
- 2. To have opportunity to care
- **3.** To love and be loved
- 4. To have self-esteem boosted
- 5. To have the power to choose



The Point of the Story Is

"There is always a personal meaningful reason behind anything a person with dementia might say or do, no matter how strange it may seem."

Jane Verity





2 Important Learnings from Mona's Story



We are the ones who need to shift our perception of how people with dementia communicate:

- 1. From meaningless to meaningful
- 2. From problem to unmet need



The Iceberg Analogy From Problem to Unmet Need



Solving Behaviours

Shift your Focus

From: what is observable and measurable above the surface - the behaviours of concern.

To: what is intangible below the surface - the unmet needs – the triggers of the behaviours.



Spark of Life 5 Core Emotional Needs



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When We Are at the Lowest Point



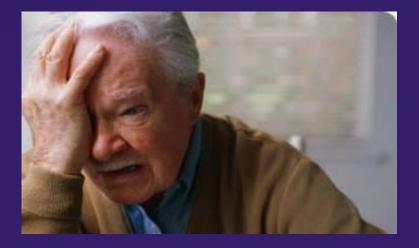
When we feel frightened and lonely we long for love – unconditional love. We may look for our mothers. The young soldier in war, wounded and chilled to the bones with fear, in unfamiliar territory, calls out for his mother, for her unconditional love.



The Same Is True for People with Dementia



When people with dementia find themselves in unfamiliar territory frightened and lonely – with no one to meet their most profound emotional needs – they too look for their mothers – long for the unconditional love in her eyes – her kind and caring words – her healing embrace.





Connecting with Emotion



Terry Koodah Cornwall Aboriginal Noongar Elder & Spark of Life Master Practitioner, Western Australia

"We are humans first. When we connect human to human with emotion, we can transcend all boundaries and borders"



Dementia Care International Learning Resources and Education



9 Spark of Life Educational Posters



An excellent resource in its own right for staff who have not been able to attend the education and as a way of anchoring what has been learnt today.

The posters are laminated A3 posters and can be placed for anyone to see and learn from.

Each poster is \$29 and the set of 9 posters is \$232 (a saving of the price of one poster).



Spark of Life Education



GV Health Education 30.5.2022

Dementia Care International's education programs cover diverse topics such as preventing Sundown Syndrome, angry, aggressive behaviours and the need for psychotropic restraint; reducing falls; dealing sensitively with resident's unmet sexual needs; turning stressful showers into enjoyable experiences and more.

A strength of the education is that it engages a highly skilled facilitation process to comfortably enable staff to shift attitudes and care practices building relationships based on empathy, kindness, and compassion.



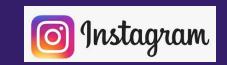
Contact Us

To learn more about the *Spark of Life* Philosophy we invite you to visit: www.dementiacareinternational.com

To support our charity arm Dementia Foundation for Spark of Life please visit: www.dementiafoundation.org.au

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of Sparkcie Bringing Heart to Mind

