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Transforming the Culture of Care

## Environmental Differences in Dementia

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### Azura's 5 Core Values

1. We treat our guests and coworkers with the utmost **RESPECT**.
2. We help people to **RECOVER** physically, mentally and spiritually.
3. We encourage **INNOVATION** and creativity
4. We hire and **RETAIN** the finest people.
5. Be **EXCEPTIONAL!**

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**Aesthetics and  
Floor Plans are  
Important, but....**

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**Whirlpools can't**

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**Vaulted  
Ceilings  
Can't  
Listen**

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# Hardwood Floors Don't Smil



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What is the MOST Important Component of the Ideal Environment?

**YOU and YOUR TEAM!**

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## Step One:

Hire *HAPPY* and *COMPASSIONATE* People



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**People with dementia thrive in a cohesive, nurturing environment.**

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**Step Two:**

**Build a  
Strong Team  
and  
Environment**



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Let's Take a Walk in Their Shoes

**Virtual Dementia Tour**  
Video and Discussion



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### Let's Take a Walk in Their Shoes

#### It impairs our memories:

- We can forget where we put things.
- We can forget what we have been doing even recently.
- We can forget people's names, even people close to us.
- We can forget we have done something and so repeat doing or saying things.
- Our strongest memories may be for events from the past.

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### Let's Take a Walk in Their Shoes

#### It impairs our reasoning:

- We can find abstract notions like money and value confusing.
- We can find the results of actions hard to predict.
- We can misunderstand the pattern on the floor.



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### Let's Take a Walk in Their Shoes

#### It impairs our ability to learn:

- We can find new places disorienting.
- We can have difficulty getting used to unfamiliar objects or routines.
- We forget where basic things like the toilet are.

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### Let's Take a Walk in Their Shoes

#### It raises our levels of stress:

- We can find large groups difficult.
- We can become anxious in situations we coped well in before.
- Too much noise makes us confused.



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### Let's Take a Walk in Their Shoes

#### It makes us very sensitive to built and social environments:

- We can be very sensitive to the emotional atmosphere.
- We benefit from calmness.
- We need good lighting to give us as much information as possible about our surroundings.
- Whenever we move we need to maintain our personhood.

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### Let's Take a Walk in Their Shoes

#### It makes us more and more dependent on all our senses:

- We may need to be able to smell, feel and see things.
- We can get agitated if we get too hot.
- We can get confused if there is not enough light.



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### Needs and abilities of people with dementia

- **Comfort** - need an environment of comfort and empowerment.
- **Attachment** - need to feel a sense of belonging.
- **Inclusion** - individualized care and physical settings help people feel they are part of a group.
- **Occupation** - being involved in everyday life.
- **Identity** – a person with dementia is unique and so is their life story.

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### Core Psychological Needs of Persons with Dementia

Have the Power to Choose

Still Be Needed and Useful

Have Self  
Esteem  
Boosted



Still Be Able To  
Care For Self  
and Others

Give and  
Receive  
LOVE

Experience  
Joy and  
Laughter

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### Step Three:

Build a  
Supportive  
Environment



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### Designing for People with Dementia

- Look Out from the Inside
- Everything is lived and experienced in relationship to the other.
- Environment has a direct impact on:
  - Health and Wellbeing
  - Support or Hinder Social Connection.
  - Give Independence or Force Dependency

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### What's Wrong with this Picture?



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### What's Wrong with this Picture?



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### What's Wrong with this Picture?



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### What does it mean to be dementia-friendly?

#### Home-like Environment

- First Watch your Language
- Adds continuity and familiarity to everyday life
- Encourages continued family involvement
- Strengthens family and friendships

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### What does it mean to be dementia-friendly?

#### Home-Like Environment Involves:

- personal control and decision making
- individualized care
- meaningful relationships
- smaller scale living arrangements
- greater environmental texture
- personalization of care
- discrete medical support



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### Principles for creating dementia-friendly environments

- Keep health at the best possible level
- Make up for reduced sensory, cognitive and motor ability to support independent way-finding
- Support continuation of roles and lifestyles
- Support abilities through meaningful daily living
- Respect the right to freedom of choice and speech

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### Principles for creating dementia-friendly environments

- Have valued settings of a home-like environment
- Respect privacy, dignity and personal possessions
- Give choice of activity and involvement
- Provide safety and security while supporting independence

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### Aims for dementia-friendly Design

- Familiar features to promote comfortable feelings and links between people with dementia, staff, families and visitors
- Areas and features for individual use and personalization
- Continuation of personal lifestyles, encouraging remembering and allowing for changes in people's needs and responses
- Small group spaces or nooks to promote a sense of an 'extended family'

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### Aims for dementia-friendly Design

- Different settings and features to encourage curiosity
- Discrete safety features to support freedom and independence
- Cues to highlight the purpose of space and items



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### When designing think about the needs of:

- **People with dementia:** Design for a person's abilities and independence while giving a sense of place, familiarity, respect and dignity.
- **Staff:** Design a useful and interesting environment, where items are readily accessible to ease the physical and emotional stress of daily work.
- **Family and friends:** Design a relaxing and positive environment to encourage involvement of family and friends.
- **Local community:** Design an environment to support people going out into the community and the community being involved in the life of the home.

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## Step Four:

### Encourage Fun

Fun is the enjoyment of [pleasure and engagement](#), particularly in [leisure](#) activities. Fun is an experience - short-term, often unexpected, informal, not cerebral and generally purposeless. It is an enjoyable distraction.



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## Encourage Fun

### Equals Person-Centered Care

Give your team permission to put the **RESIDENT** first!

- Allow dirty dishes
- Encourage relationships and with permission use terms of endearment
- Minimize tasks that reduce time spent with residents
- Report and chart on the positive, not just the negative
- With permission, post and use personal knowledge of the resident to enhance engagement and communication

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## Encourage Fun

### Equals Person-Centered Care with Families

- Match desires to abilities
  - Detailed oriented people= good medication passers, event planners and birthday card givers
  - Spontaneous people= good activity coordinators, may play an instrument, and more interested in creating crafts
- Maximize individual strengths
- Encourage Ownership and Invite all to Participate

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## Getting to Know You

### ~Resident Quality of Life Profile~



Please write down 3 things  
that you like to do.



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## Recognize Your Heart Brain

- Our hearts emit a magnetic field several feet around us
- The heart has it's own "brain" and perception system of neurons with short and long term memory
- The heart sends more information to the brain than vice versa



- Institute of HeartMath Research Center  
[www.heartmath.org](http://www.heartmath.org)

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## Focus on Existing Strengths...

- Emotional Awareness and Body Memory
- Mirror what you think the person is saying, to verify and WAIT and LISTEN
- Engage Socially – STOP focusing on tasks
- Utilize Person's Senses - touch, smell, taste
- Give choices, opportunities to meet basic needs

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*"To love a person is to learn  
the song that is in their heart,  
and to sing it to them when  
they have forgotten."*

L. Decker

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## Be Creative!

Never underestimate a person with dementia's **ABILITIES!**

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## Tap into Their Senses

- Open Kitchen to Smells
- Increase Lighting
- Reduce Fence Height
- Sensory Stations





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## Enter their Reality

- Colors
- Visual Cliffs
- Trip Hazards
- Noise Reduction





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## Engage in their Acti

- Small Groups
- Outdoor Supports
- Immediate Person-Driven Engagements





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## Assist with Learned Patterns and Movements

- Large Print – even nametags
- Mood Lighting
- Intended Spaces
- Wayfaring Space
- Pacing Activities





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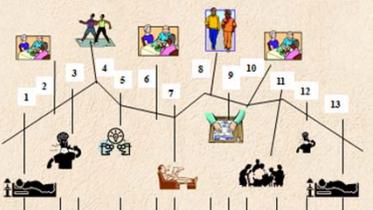
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## Pacing of Activities through the Flow of the Day



Awake  
Sleep  
Approximate Times

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## Purposeful Destinations




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# Awareness Test

<http://www.youtube.com/watch?v=Ahg6qcg0ay4>

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# MOSAIC

by Azura

**MOSAIC =**

- Memory care professionals
- Offering
- Support through
- Advances and
- Innovation in
- Care

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**Our Resident's Days are Better with M&M's**

**LOOK for M&M's: MOSAIC Moments**

MOSAIC Moments happen when a person feels **comfortable, safe and valued**, and they reach out and **use their abilities for self-expression, creativity and connection** with others... they are **MAGICAL!**

**MOSAIC**  
by Azura




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**Thank you for all**



YOU

do!

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**Videography List:**

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- "Awareness: Text Video" by Transport for London: <http://www.youtube.com/watch?v=Abj0c0p0q44>

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# Environmental Differences in Dementia

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