

# Dementia Care Management

## POLICY AND PROCEDURE

### 1. Purpose

Clients with Dementia will be assessed and have appropriate management plan in place. Where appropriate, external services will be utilised to assess and plan care for the clients with a dementia.

### 1. Definition

Dementia is an overall term for diseases and conditions characterized by a decline in memory, language, problem-solving and other thinking skills that affect a person's ability to perform everyday activities. Memory loss is an example. Alzheimer's is the most common cause of dementia.

### 3. Scope

All employees of Subee Newlake Pty Ltd.

#### Responsibilities

Human Resource Manager is responsible for:

- Recording completion of Dementia training on the Staff Training Register.

The Service coordinator is responsible for:

- Ensure staff who will be providing care for the client with dementia has completed the following training.
  - Dementia an introduction via Altura LMS.
- Liaising and coordinating care with the client's GP and external services (where required);
- Co-producing a management care plan with the client and/or representative and where required in consultation with the GP and/or external services.
- Advise the client's family on the available resources and support groups.

All Staff are responsible for:

- Report and consult any changes to the client's behaviors to the Service coordinator or Subee's Registered nurse.
- Following the client's behavioral management care plan if there is one.

### 4. Procedure

#### Assessment

Clients with a diagnosis of Dementia will be assessed by the Registered Nurse on entry to Subee Pty Ltd by conducting the Psychogeriatric Assessment Scale (PAS).

For clients applying for the Dementia and Cognition Supplement in Home Care, the following assessment should be done by the (Registered Nurse) if they have not been completed by another Dementia Service provider involved or client's medical team.

- Psychogeriatric Assessment Scale- Cognitive Impairment Scale; or
- Psychogeriatric Assessment Scale- Cognitive Decline Scale (for clients with reduced fine motor skill or visual impairment); or
- Rowland Universal Dementia Assessment Scale (CALD clients);
- Kimberley Indigenous Cognitive Assessment (KICA-Cog) (Aboriginal or Torres Strait Islander clients) or
  - Cognitive Assessment for Stroke Patients (CASP)

#### Client Support Plan

The Client Support Plan will be developed based on consultation with the client, client's family or carer and any other service providers involved in the clients care. The

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Client Support Plan will identify any risks in client's behaviour and strategies on how to minimise the risks. Support workers involved in implementing behaviour support strategies will have training from Subee registered nurse or any other Dementia agencies involved in developing behavioural strategies for the client.

The Dementia Behaviour Management Advisory Service (DBMAS) offers people living with dementia and their carers support in managing behavioural and psychological symptoms of dementia, such as wandering and aggression. Clinical support, information or advice is available 24 hours per day on 1800 699 799.

Client Support Plan care plan will be kept in an easy to access place in the client's home. In some cases this does not occur if the client becomes distressed reading they have a diagnosis of dementia. In these circumstances the staff can access the care plan on their roster.

### Review

The client's behavioural and environmental management plan will be reviewed on a routine basis (3-6 months) or more frequent as the needs change.

Support workers must report to the service coordinator or registered nurse, if the client has exhibited any new or concerning behaviours.

### Communication Strategies

Communication strategies should be specifically tailored to the individual.

### Language other than English

If the client's first language is not English, establish whether communication will be more effective in their native language. If so, the service coordinator will endeavour to allocate a carer who can speak the same language as the client.

Communication aids should be available in the client's profile folder for staff use where required. When possible, staff will be provided with a cultural awareness program, where they can watch a video about the client's cultural profile and common phrases. Translation apps could also be considered.

### Sensory Aids

Dementia clients are encouraged to wear visual or hearing aids.

### Other Considerations

- Slowly approach in front of the client and clearly explain what you intend to do.
- Establish eye contact with the client for attention.
- Always identify yourself and call the client by their name.
- Minimise competing noise (such as TV, or another people's conversation).
- Use gentle touch as reassurance.
- Repeat instructions (if required) and allow time for the client to respond.
- Re-phrase the question if the client is having difficulty understanding.
- Be an active listener.
- Give encouragement.
- Do not argue with the client or demand that they follow the orders.

### Safety

Any identified risks and safety measures will be discussed with the client's representative during the development and

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review of the Client Support Plan. Support workers must report to the service coordinator or registered nurse if the client exhibit new and concerning behaviours that may put the client or others at risk.

The Service coordinator will consult with the client representative/s in regard to the management plan for the client's new and concerning behaviours.

Support worker's and service coordinator need to be aware of what is considered the use of Restraints and balance this with Dignity of Risk.

### Power of Attorney

Information regarding power of attorney will be given to carer if it has not been arranged. Evidence of the power of attorney will be kept in the client's record.

Make sure the client's personal preferences are known through an Advance Care Plan documented on The Client Support Plan.

## 5. Resources

- ✓ National Dementia Helpline on **1800 100 500**.
- ✓ Dementia and Aged Care Services Funds (DACS)  
The DACS Fund targets support for emerging priorities and challenges in aged care, focusing on areas such as dementia care.
- ✓ The Dementia Behaviour Management Advisory Service (DBMAS) 24 hours per day on 1800 699 799.
- ✓ Alzheimer's Australia [www.fightdementia.org.au](http://www.fightdementia.org.au)
- ✓ Alzheimer's Association [www.alz.org](http://www.alz.org)

## 6. Relevant Policies & Procedures

Restrictive Practice Aged Care Policy & Procedure  
Dignity of Risk Policy  
Person Centered Approach  
Clinical Governance Policy & Procedure

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