“Changing your culture matters most!”

UK evidence in developing
Butterfly Dementia Care Homes

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My biggest adventure in life .......
going from this .......
and going from this ......
and arriving at this.
and being like this.
Being with not doing to

• Travelling the emotional journey
• Making parallels in feelings
• People first, tasks second
• Being real
• Valuing assertive feelings

• Responding constantly to well-being and ill-being
• Freeing up emotions
• Realising feelings matter most in all of us
Being
an approach to life and dementia

David M Sheard
Average results from 600 Dementia Care Matters care home audits across the UK

The lived experience of people with dementia during the audit period
• Modern leadership and coaching
• Quality of life measurement
• Energised staff
• New model of care
• Removal of institutional features and practices
• Filled up environments
• Meaningful occupation
• Compulsion to happen
“Mattering is feeling deep inside that to someone or something and somewhere you really count. Mattering is about knowing that just being who you are really matters. Mattering is having evidence you can see, hear and feel that you make a difference and are needed."
Mattering®

People need to feel from others that they are:

- Important to people
- Attached to people
- Missed by other people
- Interesting to other people
- Depended upon by people

Peterson C (2009)
Accepting that homes have front doors while institutions have ‘units’
The ‘Household Model’ identifies three components that support a home:

– renewal of the spirit
– reframing the organisation
– renovating into home

USA the ‘Household Model’ pioneered by LaVrene Norton, Action Pact and Steve Shields
Dementia Care Matters turns 10 key household beliefs into action

- A home needs the right name
- A house needs a front door
- A home needs heart
- A house needs a leader
- A home needs a housekeeper

- A house matches people together
- A home brings out the best in people
- A house needs visiting partners
- A home creates mutual regard
- A house needs wiring with emotional intelligence

Sheard D 2013 ‘Not another care handbook… Pearls of wisdom for care staff’. Hawker Publications
A house needs wiring with emotional intelligence

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Celebrating the Evidence
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## Inspiring Action in Dementia Care Matters – the 50 point checklist

<table>
<thead>
<tr>
<th>Tick one box per item listed below</th>
<th>Yes</th>
<th>No</th>
<th>Partly</th>
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<tbody>
<tr>
<td><strong>Removal of Them &amp; Us Barriers leading to Culture Change</strong></td>
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<td>1. Uniforms have been removed and staff look like ‘best friends and not like nurses in charge.</td>
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<td>2. All toilets are communal and there are no separate staff toilets.</td>
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<td>3. Staff do sit to each meals with people with a dementia.</td>
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<td>4. All use of trolleys has been stopped – medication is given out individually from locked cupboards in people’s own rooms. Drinks and meals are served individually.</td>
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<td>5. There is a relaxed ‘go with the flow’ feel to the day with no sense of the routines that occur in hospital.</td>
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<td>6. Evidence can be seen of Managers modelling person centred care ‘on the floor’ daily.</td>
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<td>7. Staff see management as feeling based leaders towards them and use words which describe this when talking about managers.</td>
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<td>8. Labelling language in care plans has been removed i.e. words such as wanderer, challenging, aggressive, are banned and staff do not use this language nor ‘talk about’ people in communal areas in front of people.</td>
<td>Yes</td>
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One Butterfly Care Home’s Evidence – Wren Hall, Nottinghamshire, UK

- 43% Reduced incidence of falls
- 58% Reduced incidence of displays of behaviours
- 1.7% Reduction in staff sickness
- People living and working together’s satisfaction increased.
- More laughter and fun is shared.

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One Butterfly Care Home’s Evidence – Wren Hall, Nottinghamshire, UK

Challenges

• Supporting our team to maintain momentum.
• Not compromising - 100% compliance and sign up by our team.
• Educating relatives and securing their sign up.
• Battling with outside agencies who reduce fees when our new approach reduces or eradicates previous behaviours that challenged traditional care homes.
Culture Change Matters in Dementia Care Homes
From a Caterpillar into a Butterfly

“Like a butterfly stuck in a chrysalis, waiting for the perfect moment, I was waiting for the day I could burst forth and fly away and find my home.”

Emme Rollins

The ‘Look’   Emotional Intelligence   Quality of Life

Leadership   Training Skills   Demonstration Home

Culture Change   Assessments   Measurement Momentum
Extending into Homecare

Principles

• Ordinarily knowing the person
• Relationship first = care
• Emotions and social needs matter = to physical
• Family carers needs must be met
Extending into Homecare

Principles

• No ‘them and us’ culture – removal of barriers/uniforms

• Trusting staff closest to issues to make decisions

• Direct dialogue – care coordinator and team
Extending into Homecare

Key question:

“Can Domiciliary care be delivered differently?”

Key features: Care and support

– Care not to commence with tasks
– Care to be based ordinarily on knowing the person
– Care therefore requires time to establish a relationship
“Feeling you matter is at the core of being a person, Knowing you matter is at the heart of being alive, Seeing you matter is at the centre of carrying on in life”

David Sheard
Real Person-centred Care

“Its about helping, being their friend, being everything to them. I cant explain it – you’re just here – I’ve been everyone to them – I’ve been a husband, a brother and a father. I’ve had to be that person for them. I find it easy”. Its interaction that matters – keeping them human, keeping them feeling ‘human’"."
What do you feel proud of about dementia care in Australia?

For more information about David Sheard and Dementia Care Matters, please go to www.dementiacarematters.com