Evidence - Which Model are you?

Model 1
The Clinical Service: a traditional old culture organisation.

Features
- Philosophy of care based on science, function, rationality and bodies.
- Detached professionalism
- Lack of person centred beliefs
- No qualitative observation of service.
- Task based care.
- Suppression of Emotions at Work.
- Clinical training in dementia: causes, signs and symptoms.

This is an emotion-less organisation promoting clinical services with a powerful and controlling defence mechanism of limiting the emotional impact throughout the service.
Evidence - Which Model are you?

Model 2
The Confused Service: an adapted old culture organisation

Features

- Philosophy based on hierarchy of needs from physical to spiritual.
- Detached professionalism
- Person centred beliefs
- No qualitative observation of service.
- Task based care.
- Suppression of Emotions at Work.
- Dementia care awareness training.
- This is a confused service with no effective defence mechanism of limiting the emotional impact throughout the service. The service exposes staff to new beliefs in person centred care without effective means of implementation as the service is still task based and run on an old culture of professionalism leading to elements of staff stress, disillusionment, ill being and burn out.
Evidence - Which Model are you?

Model 3
The Creative Service: a muddled new culture organisation

Features
- Philosophy of care based on feelings and emotions
- Attached professionalism
- Dementia care awareness training
- Person centred beliefs
- Confused task based care
- Qualitative observation of service
- Expression of Emotions at Work but no strategy

This is a creative service which has many new culture beliefs and approaches in place but these are mixed in with old culture actions. The service is likely to have no clarity that lack of effective training and lack of applying person centred approach to staff teams is defeating its intended purpose. This leaves staff exposed with no defence mechanism to handle the lack of congruence in the service between the service’s intentions and its muddled daily approach.

© Dementia Care Matters 2009/Alzheimer’s Society Nurturing our emotions at work.
Model 4

This is an emotion-led organisation providing congruent services with its beliefs, training, and action compatible to people living and working together. It is effective in promoting and valuing emotions at work and supports these in formal and informal means on a regular basis.