EXCELLENCE IN DEMENTIA CARE
EDUCATING, EQUIPPING AND EMPOWERING THOSE WHO PROVIDE DEMENTIA CARE

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OBJECTIVES

• UNDERSTAND THE IMPORTANCE OF LIFE STORY – WE LIVE OUR LIVES THROUGH OUR STORIES
• IDENTIFY HOW LIFE STORY IS USED TO VALIDATE, BUILD TRUST, PROVIDE COMFORT AND CARE
• UNDERSTAND THE POWER OF PERSONAL PRESENCE AND “CONTEXT AND PRESENT REALITY”
• IDENTIFY STRATEGIES FOR COMMUNICATION AND ESTABLISHING T.R.U.S.T

WE LIVE OUR LIVES THROUGH OUR STORIES

• WHO WE ARE
• WHAT WE DO
• WHO WE LOVE
• WHAT WE HAVE ACCOMPLISHED
• WHAT WE HAVE STRUGGLED WITH
• WHAT WE HAVE LEARNED
• WISDOM WE HAVE TO SHARE

INCORPORATING THE USE OF STORY

• WE LIVE OUR LIVES THROUGH STORIES
• OUR STORIES MATTER
• THE STORIES WE TELL OVER AND OVER AGAIN AFFIRM WHAT HAS MEANING FOR US (GIVE US CLUES AS TO WHAT MATTERS MOST RIGHT NOW FOR THOSE WE LOVE WHO HAVE DEMENTIA)
• STORIES HELP US PRESERVE MEMORIES AND CREATE LEGACY
MORE THAN JUST A STORY

AS A FAMILY MEMBER WHO PROVIDES CARE OR A PROFESSIONAL CAREGIVER, A PERSON’S LIFE STORY IS A TOOL

IT IS EMPOWERING WHEN WE ASK THEM HELP DETERMINE THE STORIES WE TELL

USE STORIES TO HAVE MEANINGFUL VISITS; PROVIDE CARE; AND DE-ESCALATE IN DIFFICULT MOMENTS

REMEMDS US (AND THEM) WHO THEY ARE

KEEP FINDING THE MOMENTS OF JOY AND CELEBRATING WHO THEY (THOSE WE LOVE) ARE AND WHO YOU ARE TOGETHER

AS YOU ADJUST YOUR EXPECTATIONS, GROW IN KNOWLEDGE AND SKILL ABOUT THIS DISEASE IN GENERAL AND IN PARTICULAR TO YOUR UNIQUE JOURNEY- YOU WILL FIND STRENGTH, JOY AND PEACE

USING LIFE STORY IN PROFESSIONAL DEMENTIA CARE

BRINGS “LIFE” AND IDENTITY TO THE PERSON FOR THOSE WHO DIDN’T KNOW THEM IN THE PAST

PROVIDES TOOLS TO HAVE MEANINGFUL VISITS

ACCOMPLISH CAREGIVING TASKS

DE-ESCALATE ANXIETY AND AGITATION

L. - LEGACY
I. - IDENTITY
F. - FAMILY and FRIENDS
E. - EXPERIENCES
S. - SECURITY and SAFETY
T. - TIME STAMPS
O. - OWNERSHIP and ORDER
R. - RELATIONSHIP
Y. - YOURS! Uniquely your own
COMMUNICATION TIPS

- Approach from the front; non-confrontational; honor personal and intimate space
- Be aware of pace
- Eye level eye contact
- Ask one question at a time; listen
- “To rephrase or not rephrase”
- Be aware of non-verbal communication
- Be the helper
- Don’t argue or correct – preserve dignity, opportunity to “save face”

PERSONAL PRESENCE

Be intentional about how we present
Calm; confident; concerned
Friendly
Smile – unless the person is clearly distressed
About something – then have a more neutral look of concern
Be the helper – the one who they can approach for help

CONTEXT AND PRESENT REALITY

- Listen for context – what do they think is happening; where in their life story are they “camping out” in this moment – what is their “present reality”
- Respond in a manner that doesn’t rock their world or make them have a “what just happened” moment

T. R. U. S. T.

- T. Tempo – our pace matters
- R. Relationship – start with simple social connection; know their story – ask about it; tell it back to them
- U. Understanding – know who they are; identify emotions
- S. Safe! They must first feel safe; reassure them
  - You are in the right place; you are where you are supposed to be
  - Your family knows you are here
  - There are people here to help you – I am one of them; we help each other here
- T. Time – this all takes time – make the investment
LIFE- Story AND RELATIONSHIP BUILDING

- System to gather life-story
  - Who they are now, but also who they have been
  - Childhood, education, career, family, hobbies, travel, retirement, health, successes and losses...
  - What matters most, what stories and life experiences are central to them now
- System to get the information to the team
- System/training to use the information

RESOURCES AND REFERENCES

- "Person-Centered Care" Alzheimer’s Association, Greater Missouri Chapter, 2017
- The Pioneer Network  https://www.pionernetwork.net/
- The Eden Alternative  https://www.edenalt.org/
- Alzheimer’s Association  www.alz.org

THANK YOU!!!

- Questions and comments?
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