

COVID-19 Long Term Care Orientation for Redeployed Healthcare Workers:

Supporting Clients with Dementia and Responsive
Behaviours

THANK YOU FOR SUPPORTING TEAMS IN LONG TERM
CARE IN CARING FOR THE RESIDENTS DURING THE
PANDEMIC!

Goals for today

- Overview of Long Term Care
- Behaviour support in Hospital compared to Long Term Care
- Introduction to Dementia and responsive behaviours
- Interaction considerations

Housekeeping

- Slide deck and tip sheet will be shared with you shortly following the training.
- This webinar will be recorded and posted on the RGP Toronto YouTube channel.
- Please type your questions related to the content into the chat. There will be opportunity for Q&A at the end of the webinar.

Getting to know you

What to expect in Long Term Care

- In Ontario there are more than 620 LTC homes with an average of 126 residents per home.
- 90% have some form of cognitive impairment (Including dementia, stroke and other neurological diseases).
- Other conditions include mental illness, substance use disorder, intellectual developmental disability.
- 86% need extensive help with activities such as eating or using the washroom.
- 62% have musculoskeletal diseases such as arthritis and osteoporosis.
- 61% take 10 or more prescription medications .
- 40% need monitoring for an acute medical condition.

(Ontario CLRI, 2020)

You will encounter many mental health diagnoses working in Long Term Care.
The top three you will encounter are:

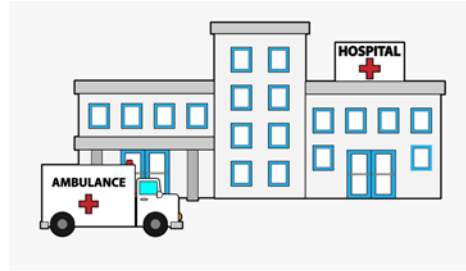
Dementia

Delirium

Depression



Teams and behaviour support may vary in different settings



Hospital

- Team composition
 - Patient to staff ratio
 - More medically based staff (Nursing, doctors)
 - Security
- Curative focus
- Physical and chemical restraints-least restraint policy



Long Term Care

- Team composition
 - Resident to staff ratio
 - Interdisciplinary team including activation
 - Doctor visits once a week. External Psychiatrist once a month.
- Palliative and restorative focus
- Zero/least restraints policy

Impact of COVID-19 on Long Term Care and behaviour support

- The pandemic has had a serious impact on Long Term Care, the residents and teams caring for them.
- Wearing required PPE can impact and limit your interactions when supporting a person who has cognitive impairment.
- Teams working in Long Term Care bring a wealth of knowledge and experience that can be shared with you.
- There are a number of COVID-19 related resources developed for LTC such as this resource on wandering:
<https://www.rgptoronto.ca/wp-content/uploads/2020/04/FINAL-COVID-19-BSO-RGP-Wandering-Guidelines-2020-04-14-1.pdf>

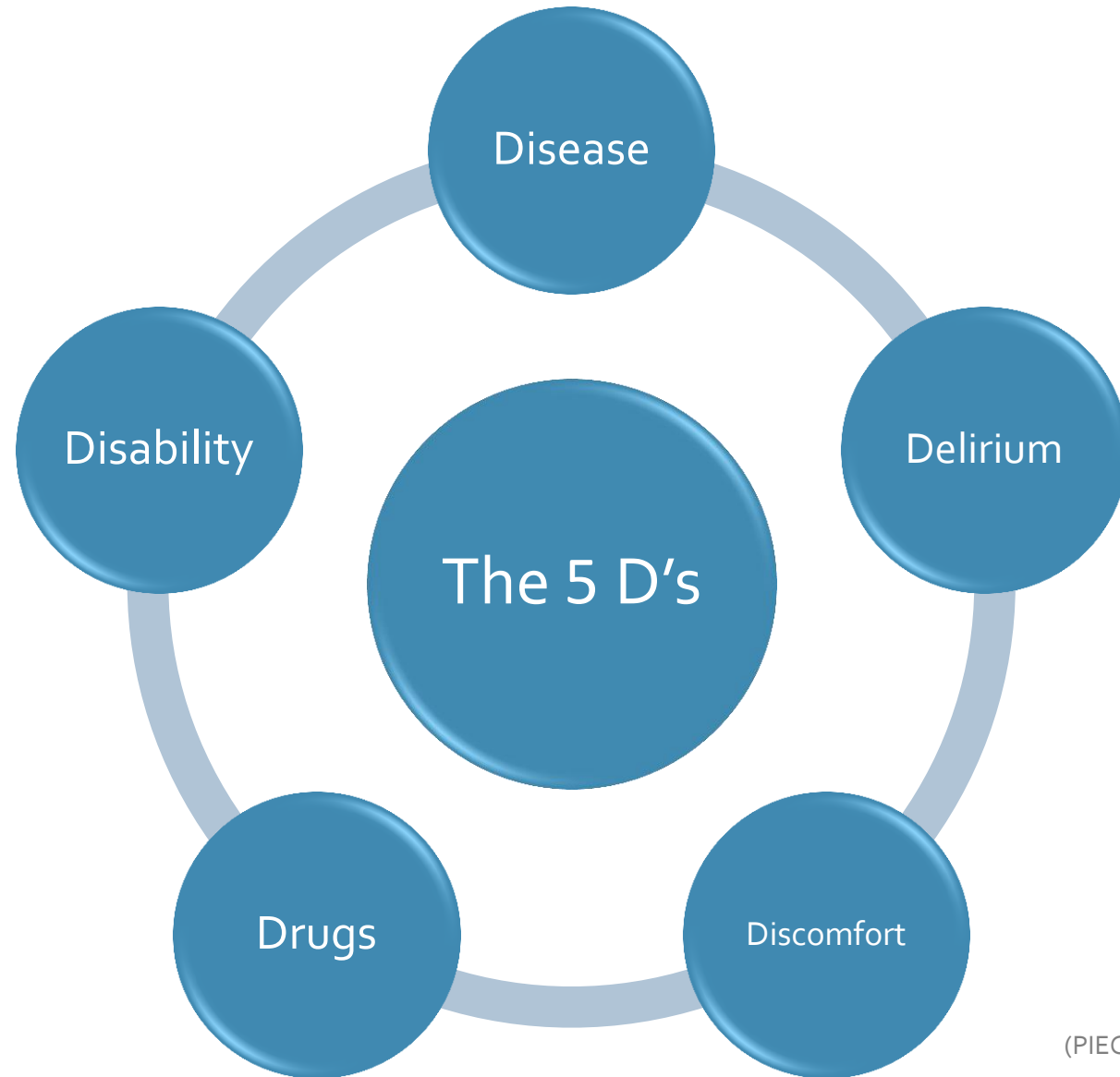
What is Dementia?

- An overall term that covers a wide range of medical conditions.
- A group of symptoms affecting cognitive abilities that impair daily functionality.
- Characterized by a decline in memory, language, problem-solving and other thinking skills that affect a person's ability to perform everyday activities.
- Changes in the brain that effect behaviour and mood.

All behaviour has meaning

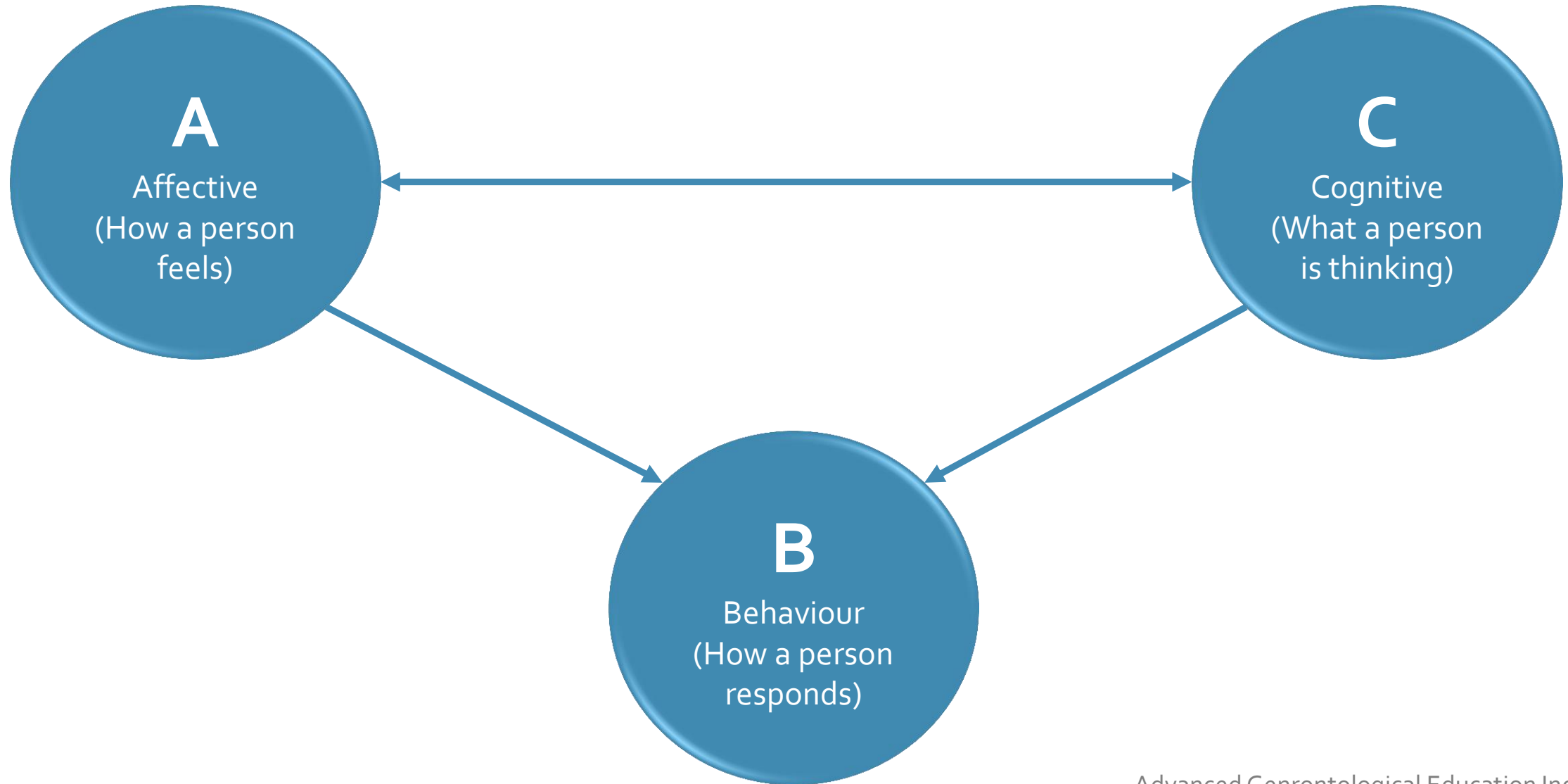
- In dementia care behaviours are viewed as responses to unmet needs.
- A large percentage of those with dementia living in LTC will have some form of responsive behaviour.
- All behaviour has meaning is a guiding principle to remind us there is a reason for the behaviour.
- This work can be time consuming and resource intensive however can be quite rewarding when we discover the meaning and address the needs.

Understanding physical causes for behaviour



(PIECES Consult Group, 2008)

ABC's of Brain Function



Impact of Losses in Dementia and Supportive Strategies

Losses

Loss of memory

Loss of use of language

Loss of recognition
(e.g items, faces,
sounds)

- Introduce yourself, explain what you are doing, reassure

- Use gestures as much as possible, tone of voice

- Name items, show how to use them

Supportive Strategies

Impact of Losses in Dementia and Supportive Strategies

Losses

Loss of purposeful movement

Loss of initiation

Altered sense of perception
(e.g depth perception, 2D,
environmental)

- May require hand over hand assistance

- Requires encouragement

- Be aware of environmental triggers

Supportive Strategies

Impact of Losses in Dementia and Supportive Strategies

Losses

Don't know that they
don't know

- Avoid challenging their reality

Supportive Strategies

Supportive interaction strategies

- Knock on person's door ask permission to come into personal space.
- Introduce yourself.
- Keep in mind if person is visually impaired and/or hard of hearing.
- Get at the person's eye level from a safe distance (Your arm length plus their arm length).

Supportive interaction strategies

- If you see clues the person is getting upset, consider stopping what you are doing and stepping away.
- Leave the person alone for 15-30 min, if it is safe to do so, and re-approach later.
- Avoid correcting mistakes or telling them they are wrong.

The behaviour is a personal expression to an uncomfortable and perceived potential threatening situation.

Behavioural supports in a Long Term Care setting

- Most LTC homes have a Behavioural Support Lead.
- These leads are responsible for managing behaviours within the home and developing behavioural care plans.
- As a part of support for behaviours in LTC, homes have access to various external supports:
 - Geriatric Mental Health Outreach Team (GMHOT)/Psychogeriatric Outreach Program (POP Team)
 - Psychogeriatric Resource Consultant (PRC)
 - Other external behavioural supports (Varies by LHIN)

Please talk with your host organization to find out more about specific supports

Resources and acknowledgements

- <http://www.rgptoronto.ca/resources/covid-19/>
- <http://www.covidcarelearning.ca>
- <http://www.alzheimer.ca/en/Home/We-can-help/Resources/Alzheimers-Society-brochures-and-publications>
- [Bit.ly/dementiatoolkit](http://bit.ly/dementiatoolkit)

The PRCP would like to acknowledge the contribution of the BSO Coordinating Office of Toronto and TC-LHIN BSO Leads in developing this curriculum.

Thank you

1. Was this helpful?
2. Are there other topics you would like to see?