

Dementia & Your Residential Community

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THE BRAINS BEHIND SAVING YOURS:

Today's Topics

- Overview of Alzheimer's disease and other common forms of dementia
- Communication challenges and strategies
- Behavior changes and techniques
- Dementia sensitive tips for working with residents with dementia

2018 Alzheimer's Disease Facts & Figures

ALZHEIMER'S DISEASE IS THE

6TH leading cause of death in the United States

16.1 MILLION AMERICANS provide unpaid care for people with Alzheimer's or other dementias

These caregivers provided an estimated **18.4 BILLION HOURS** of care valued at over **\$232 BILLION**

Between 2000 and 2015 deaths from heart disease have decreased **11%** while deaths from Alzheimer's disease have increased **123%**

1 IN 3 seniors dies with Alzheimer's or another dementia. It kills more than breast cancer and prostate cancer **COMBINED**

**EARLY AND ACCURATE DIAGNOSIS
COULD SAVE UP TO**

\$7.9 TRILLION in medical and care costs

IN 2018, Alzheimer's and other dementias will cost the nation **\$277 BILLION**

BY 2050, these costs could rise as high as **\$1.1 TRILLION**



5.7 MILLION

Americans are living with Alzheimer's

BY 2050, this number is projected to rise to nearly

14 MILLION



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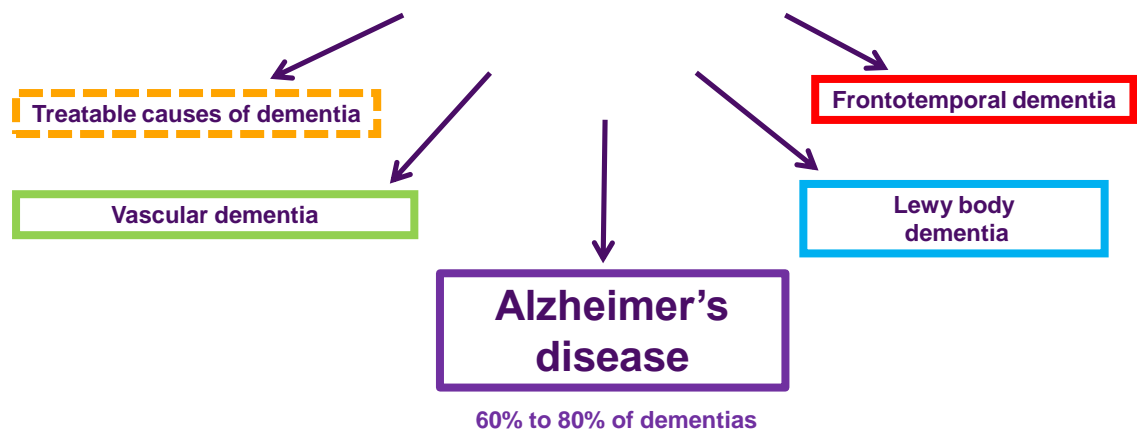
Normal age-related memory changes

- Slower recall than when you were younger
- More difficult to remember names and particular words
- More difficult to do several things at once
- Memory slip-ups are more common
- Memory aides are effective (ex: post it notes)
- Does not dramatically impact daily function

Dementia Related Challenges

- Short & long term memory loss
- Repetitive speech, questions
- Slower information processing speed
- Inability to understand the disease
- Impaired reasoning & judgement
- Inability to regulate socially appropriate behavior
- Hallucinations and delusions
- Sensory perception challenges
- Mood & personality changes

Dementia



Facts About Alzheimer's Disease

- Alzheimer's is a progressive, fatal brain disease
- No current prevention, cure or disease-altering treatment
- Affects an estimated 1 in 9 Americans 65 & older
- 1 out of 3 over age 85
- Alzheimer's can occur in the 40s, 50s and early 60s
- From diagnosis, average life expectancy is 6-8 years but can range 10-20 years
- At least 15% of those with Alzheimer's live alone in the community

Facts About Alzheimer's Disease

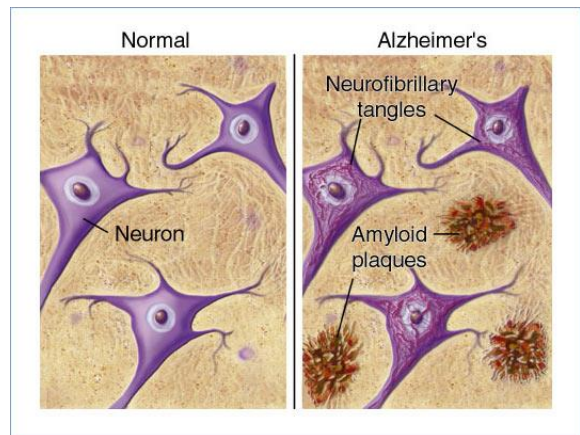
- About 50% of people with Alzheimer's or other dementia are never diagnosed. Because of this:
 - Family caregivers may describe the person as someone with memory problems
 - They may describe the person as someone who is forgetful but not use the word Alzheimer's or dementia
- At least 15% of those with Alzheimer's live alone in the community
- From diagnosis, life expectancy is 6-8 years on average, although individuals can live longer, even 10 – 20 years

Risk Factors for Alzheimer's Disease

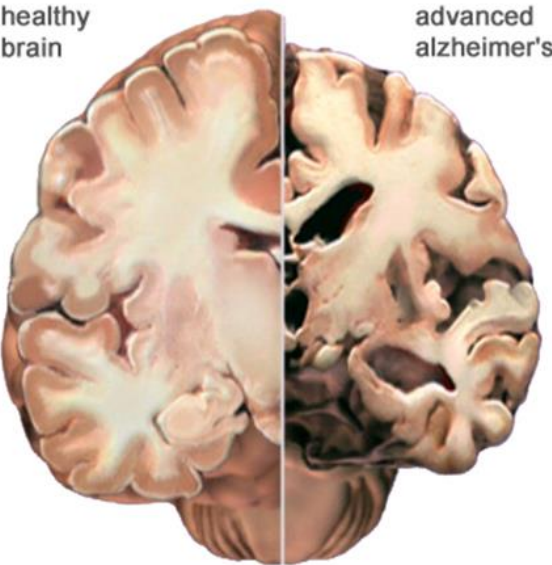
- The biggest known risk factor is age
- Family history: Having parents or siblings with the disease increases a person's individual risk
- Known genetic factors account for less than 5% of diagnoses
- Women have a higher lifetime risk than men
- African-Americans and Latinos are at greater risk than Caucasians
- Risk factors we can control or do something about:
 - Prevent serious head injury
 - Treat heart disease, stroke, diabetes, high cholesterol, high blood pressure

Alzheimer's & The Brain

- There are over 100 billion nerves in the brain
- Alzheimer's Disease causes plaques and tangles that prevent nerves from communicating with each other
- Nerves will either re-route or cease to function
- Atrophy (loss of nerves and brain mass) occurs as the disease progresses



Brain Changes



Warning Signs

- Memory loss that disrupts daily life
- Challenges in planning, problem solving
- Difficulty completing familiar tasks
- Confusion with time or place
- Difficulty with visual images and spatial relationships
- New problems with words in speech and writing
- Misplacing things, inability to retrace steps to find items
- Decreased , poor judgement
- Withdrawal from work or social activities
- Changes in mood and personality

Understanding Communication



Dementia Impacts Communication

Receptive Challenges

- Difficulty understanding or following directions
- Difficulty with reading comprehension
- Difficulty following conversations

Expressive Challenges

- Word finding difficulty
- Inventing new words
- Difficulty organizing words logically
- Over time, may revert to speaking in native language
- Speak less often or rely on gestures

Successful Interaction

- Approach from the front, NOT from behind
- Identify yourself
- Use the person's name if possible
- Make eye contact
- Be at eye level if possible
- Relaxed body language, smile



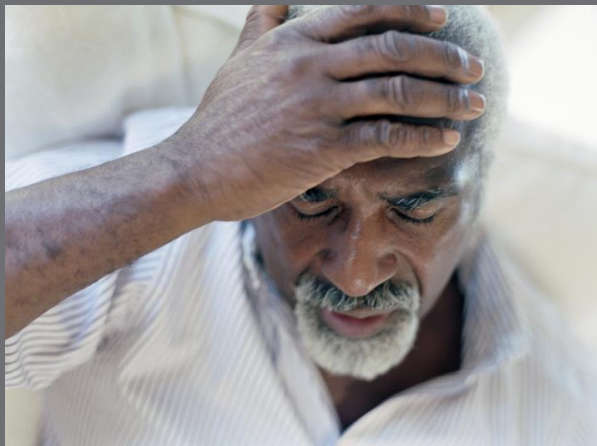
Communication Tips

- Be open & relaxed with your stance and facial expression
- Establish and maintain eye contact
- Avoid sudden movement
- Remain calm and confident to project reassurance
- Be friendly and relaxed
- Remember humor and smiles
- Show you're interested

Helpful Communication Strategies

- Use short, simple words and sentences
- Give one-step directions
- Patiently wait for a response
- Offer a guess or suggestion
- Repeat information or questions using same wording
- Make statements rather than ask questions
- Write things down
- Use props as visual aids

Understanding Behavior



Dementia Impacts Behavior

- Behavior of a person with dementia is not random and is a form of communication
- Repeated questions or statements
- Difficulty planning, problem solving
- Resistance to or refusing assistance
- Changes in manners, etiquette
- Pacing or wandering
- Rummaging or searching
- Hiding or losing things
- Hallucinations, delusions
- Impaired reasoning, judgement, insight



Triggers for Behavior Challenges

External:

Environmental Factors

- New location, lack of structure
- Weather, urgent scenarios
- Overstimulation, noise, distractions

The Task

- Too fast, too many steps
- Unfamiliar

Your approach

- Communication style
- Prior beliefs, stereotypes

Internal:

Physical health

- Pain, hunger, infection
- Medication interaction, sleep deprivation

Emotional health

- Mood changes, frustration
- Emotional dysregulation

Cognitive changes

- Confusion
- Misperception of environment

Understanding Causes of Behavior

- **She is rummaging in her purse....**
 - Because she is confused
- **He is pacing in the hallway...**
 - because he is anxious
- **She is talking and no one is there...**
 - because she is hallucinating
- **She is rude to staff...**
 - because she can't understand the question
- **He is repeating a childhood story...**
 - because he can't follow group conversation



Dementia Inclusive Strategies



Dementia Friendly Tips:

- Don't try to correct or argue
- Join in the person's reality
- Avoid using the word "no" if possible
- Use guiding statements rather than questions
- Stay calm, confident and compassionate
- Converse in person rather than by phone
- When conducting business, plan for consultation in a quiet location



Dementia Friendly Environment

- Use adequate lighting, limit glare, reflective surfaces
- Keep it simple – remove clutter
- Limit visual and auditory stimulation
- Make pathways clear and easy to see
- Signage should be clear & concise. Symbols are helpful
- Provide only the tools necessary for the task at hand
- Wear your name tag

Make Your Meeting Dementia Friendly

- Make good eye contact, smile, be patient
- Speak clearly & concisely
- Remember: dementia impacts information processing and following group conversation
- Stress and anxiety can increase confusion and frustration
- Dementia related brain changes impact reasoning, judgement and problem solving
- Send meeting reminders
- Begin meeting by stating the reason or focus
- Wear name tags & make introductions
- Use an agenda
- Visual tools & organizers can be helpful
- Take notes and make them available after the meeting
- Meet in a quiet space: reducing stimulation and clutter in the environment can help minimize confusion

Dementia Related Challenges: Using the Phone



Dementia can make using the telephone challenging:

- Forgetting the purpose of the call, or who they are calling
- Difficulty with word finding & information processing
- Anxiety and agitation resulting from using automated menus
- Confusion from being transferred between call takers
- Difficulty with instructions or information provided
- Stress from having to retrieve answers or information quickly

Customer Service: Phone Skills



- Be patient, friendly, empathic
- Refer to the caller by name
- Allow plenty of time for the call
- Keep sentences concise, simple, direct
- Speech should be clear and unhurried
- Review the purpose of the call and recap as needed
- Ask “is there anything you’d like me to explain?”
- Be aware of potential sight or hearing loss that could impact the call
- Refer to Dementia Friendly Telephone Skills handout

How you can help

Help is available to:

- Understand dementia
- Learn about programs & services
- Get care and support
- Determine best resources for their situation
- Connect with others

Resources:

- Alzheimer's Association 24/7 Helpline: 800.272.3900
- Adult Protective Services: 800.AGE.INFO
- MA Elder Abuse Hotline: 800.922.2275
- Local Council on Aging

Alzheimer's Association Programs & Services



alz.org

- Alzheimer's Navigator
- Community Resource Finder
- ALZConnected
- Alzheimer's and Dementia Caregiver Center
- Safety Center



800.272.3900

- 24/7 Helpline – Available all day every day



alz.org/findus

- Support groups, education programs and more available in communities nationwide



training.alz.org

- Free online education programs available at training.alz.org

Questions?

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We're here. All day, every day.

24/7 Helpline: 800.272.3900

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