

Optimizing Person Centered and Family Dementia Care in the Era of Covid-19

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Learning Objectives

- Importance of Communication with Family and Friends
 - Tools for Communication
 - Managing Resident and Family Worries
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Why Communication is Important

Emergency situations such as the current Covid-19 pandemic present special challenges

Residents may differ in their awareness about changes related to Covid-19 and may become anxious easily

Residents may not understand why family and friends cannot visit

Care team may change frequently during pandemic-important to share all information about individuals

Family and friends need to know their loved ones are safe and secure

Staff need to learn about residents from family

Keep Family and Friends Connected

- Families may need help communicating with loved ones during the crisis
- Caregivers can help keep families connected through a variety of methods, Including:
 - Scheduling telephone or video calls to keep connected and/or encouraging families and friends to send notes or photos
 - Developing a “What You Should Know” fact sheet to explain what families, friends and staff need to know in the event of an emergency
 - Providing information about how families can receive updates or talk to a care provider about the person living with dementia
 - Ensuring that adaptive devices are available to the resident where appropriate e.g. hearing aids, eyeglasses.

Remember that each family is unique!



Personal Information Sheet

- The Alzheimer's Association Dementia Care Practice Recommendations suggest one of the most important steps in providing quality dementia care is to know the person.
- This is especially important during this time of Covid-19
- It is recommended that a HIPAA- compliant personal information form is completed for each person and kept in an easily accessible place.
- Information on the form can include:
 - Resident's preferred name, cultural background, religious or spiritual practices, past hobbies, and interests
 - Names of family and friends
 - What upsets the person and what calms him or her down
 - Sleep habits: eating and drinking patterns and abilities, typical behaviors, and normal structure and routines
 - Remaining abilities, motor skills, verbal processing and communication abilities and methods

Community Care Licensing Best Practices

Person Centered Care

Ensure Communication with Residents

Routine

Support Connection with Family and Friends

Observe

Note Behaviors That May Help Prevent ANY Illness

Supporting Family and Friends

- During this time of Covid-19 families and friends need reassurance
- The best way to communicate that their loved ones are receiving the best Person Centered Care is Communication:
 - Encourage inquiries and dialog
 - Assist with phone calls and videos
 - Provide consistent updates through emails and letters

References

- Alzheimer's Association
- California DSS Community Care Licensing



THANK YOU

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CA Partnership to Improve Dementia Care

