

Understanding and responding to distressed behaviour

Professor June Andrews



Who are the DSDC?

- Independent and authoritative
- Been working in dementia for 25 years
- Work all over the UK and the world
- Called in when people are in trouble
- Non-profit and supported by charity
- Based on research evidence
- Highly experienced teams



Who is June Andrews!

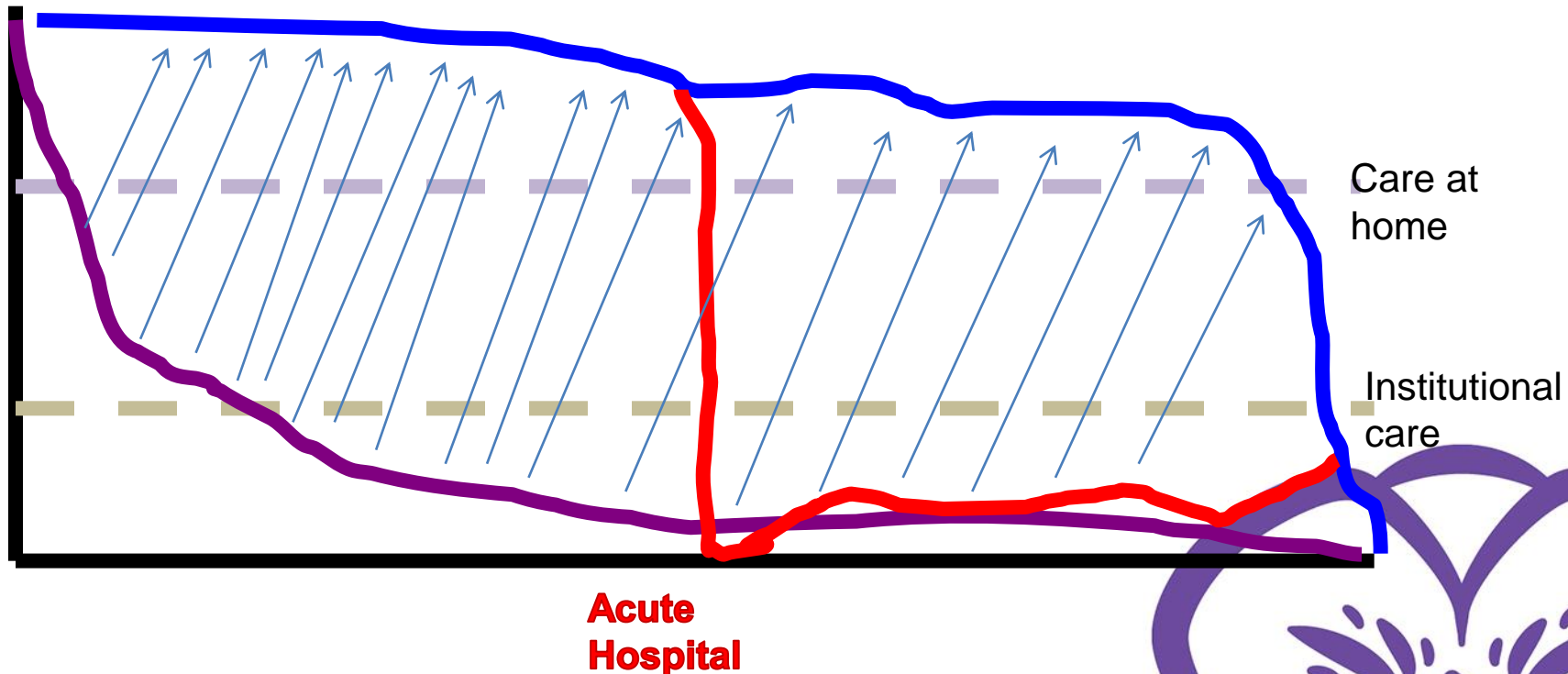


What is the problem in dementia?

- Impairment of memory
- Impairment of reasoning
- Impairment of learning
- Increase of stress
- The normal changes of ageing but at the same time as a reduced capacity to deal with them



The “leaf model” – what keeps people with dementia above the line?



Outline for today

- What is dementia?
- Stress and distress – how can staff cause this?
- Understanding distress – what do they want?
- Causes of distress
- Communication
- Assessment
- Legal and ethical issues
- Professional care



What is dementia?

- Not much about this for today
- Everyone's experience is different
- Knowing how particular illnesses impact the brain is crucial, so you need to look at this sometime



Stress and distress

- Stress can quickly develop into distressing behaviour
- The importance of understanding emotions
- How you can step into someone else's world
- The importance of understanding their beliefs and thoughts



Understanding distress

- The 1980's Kitwood model for understanding distress
- Implications of distress for health and wellbeing



Causes of distress

- Ageing senses
- Delirium
- Depression
- Pain
- Medication
- Environment



- Be genuine, smile and make a connection
- Speak clearly
- Step into the person's world
- Listen, and be open minded
- Ask questions that are clear and need yes/no
- Find compromise
- Allow time
- Mirror non verbals with what you say
- Use touch appropriately
- Respect personal space



Communication errors

- Ignoring in case you make it worse
- Forcing them into your reality
- Judging or arguing
- Going fast
- Talking over or finishing sentences
- Making promises you cannot keep or do not intend to keep
- Punishing the person
- Being condescending



Assessment

- Use the ABC analysis
 - Antecedent
 - Behaviour
 - Consequence



Practical strategies that may or may not work

- Reality orientation
- Validation
- Reminiscence, and life story work
- Art, music, dance, drama
- Multisensory work
- Cognitive stimulation or training
- Exercise
- Any form of distraction



Legal and ethical issues

- Complex but discussing restraint
- High risk
- Alternatives



Professional care

- Documentation
- Taking care of yourself and relatives
- Staff training

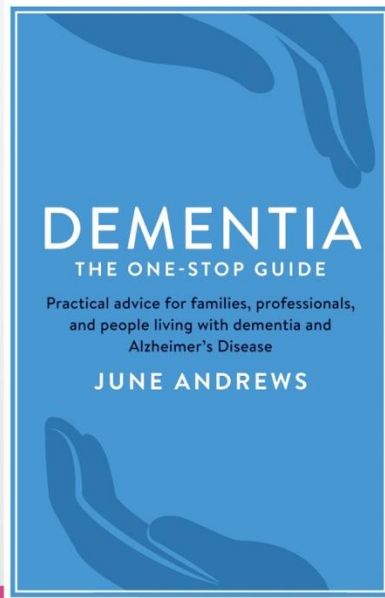


- <http://dementia.stir.ac.uk/education/training-directory/behaviour-understanding>



Training and Study Guide





Out this month. *Dementia; the one-stop guide* by
Professor June Andrews.

A guide for professionals and carers





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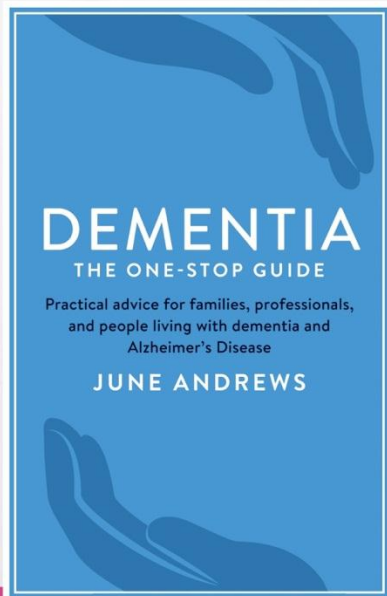
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Thank you!!



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