

REPORT

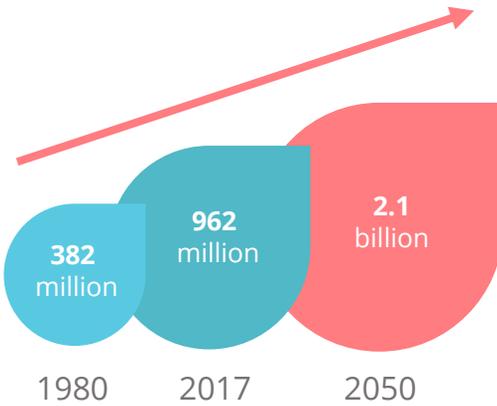
WHY PERSON-CENTERED CARE?



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**PERSON-CENTERED CARE IS ESSENTIAL
IN CARING FOR INDIVIDUALS WITH
DEMENTIA AND ALLOWS TO IMPROVE
THEIR QUALITY OF LIFE**

In 2016, globally the average life expectancy at birth was 72.0 years.¹ On an average people in Scandinavia live up to 81 years.² Such a transition in lifespan has led to an exponential rise in elderly (65+ years) especially in these countries.



Pic.1 Rise in elderly

Between the year 1980 and 2017 the elderly population has doubled from 382 million to 962 million.³ A similar trend is expected to continue, leading to projected rise in the senior population to nearly 2.1 billion by 2050.⁴

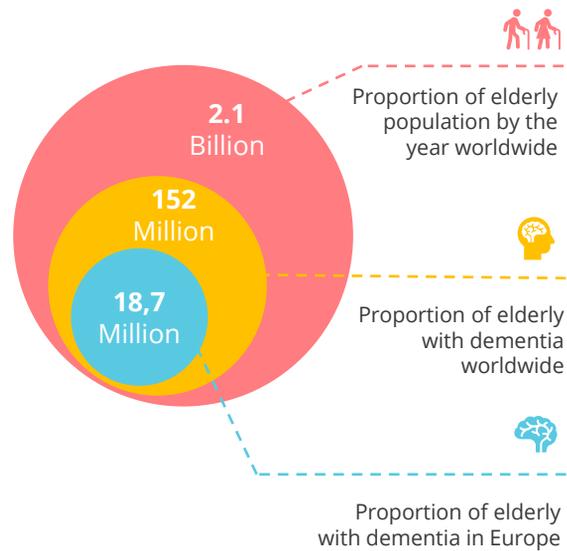
The ageing population has an increasing burden of physical and mental co-morbidities. Common conditions in older age include hearing loss, cataracts and refractive errors, back and neck pain, osteoarthritis, chronic obstructive pulmonary disease, diabetes, depression, and dementia. It is projected that by the year 2050 the number of Europeans living with dementia will increase to 18.7 million (10.5 million in 2015).⁵ Commensurate

with this rise will be the rise in need for care.

Dementia/ Cognitive impairment affects the person's ability to perform everyday tasks, memory, language and leads to high health care costs, premature hospitalizations and change in behavior (aggression, depression, anxiety) and sleep disturbances.^{6,7} Care for such patients is generally provided in home settings, daycare or nursing home settings.

Most of these people want to age in place and wish to retain their autonomy, be active and independent and live with their families as long as possible. Nearly 85% of the elderly prefer to live at their own homes as long as possible.⁸

Currently, the 'Ageing-in-place' policy is being widely advocated by governments of various high-income countries.⁸

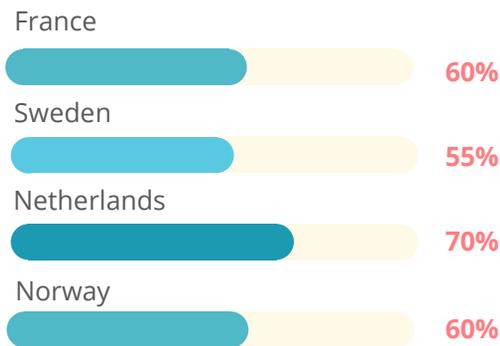


Pic.2 Elderly by year 2050

WHAT ARE HOME CARE SERVICES?

Home care is a care provided by professional carers within clients' own homes. Currently, nearly two thirds of people diagnosed with dementia live in their own homes and more than a third receive personal care from professional homecare workers which would equate of about 280,000 people.⁹ (UK)

The percentage of elderly with dementia living in their own homes differ by country; 60% - France, 55% Sweden, 70% Netherlands, 60% Norway.¹⁰ In UK, it is estimated that there will be more than 1 million people with dementia living at home by 2020.⁹ Similarly, in Sweden of the 158000 people with dementia, more than 90,000 lived at home (2012).¹¹



Pic.3 Seniors with dementia living at home

PERSON-CENTERED CARE IS ESSENTIAL IN CARING FOR INDIVIDUALS WITH DEMENTIA AND ALLOWS TO IMPROVE THEIR QUALITY OF LIFE

Good dementia care is the one that is based on an individual's needs, preferences, and priorities. One such approach is using person centered care.

Person centered care is different from the traditional medical model of care.¹² It focuses on individual autonomy (involving patients in their care), individual needs and interpersonal relationships.

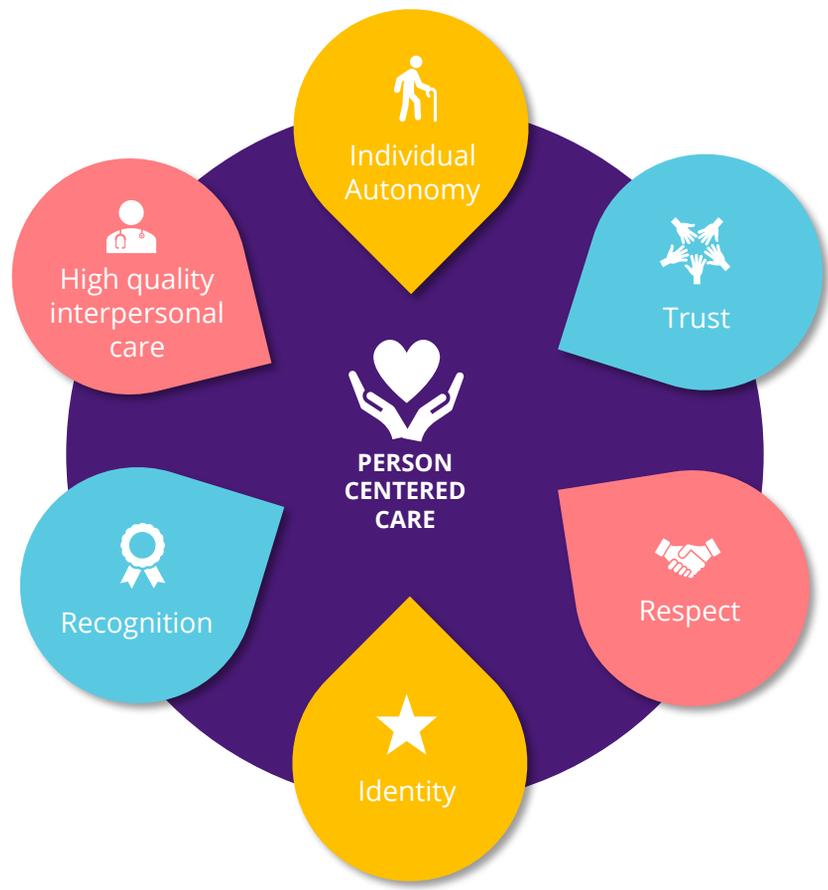
Tom Kitwood first used the term (PCC) in relation to caregiving in dementia. He emphasized that dementia does not universally progress in a linear fashion and it differs from individual to individual.¹³ Hence the need for individualized care.

Individuals in need of care require a high-quality interpersonal approach that affirms personhood; one that implies recognition, respect, and trust.¹³

Individuals with dementia need more comfort or warmth to "remain in one piece" when they may feel as though they are falling apart. They need to feel attachment when they so often feel as though they are in a strange place.

Individuals need to be included and involved both in care and in life, and more than simply being occupied; they need to be involved in past and current interests and sources of fulfillment and satisfaction.¹⁴

Finally, people with dementia need to have an identity and their caregivers must help maintain this identity. Person centered care incorporates all these aspects in patient care.



Pic.4 Components of the person-centered care



TRADITIONAL CARE MODEL VS PERSON- CENTERED CARE MODEL

Most of the high-income countries thankfully have such organizations that strive to provide home based care services to those in need.

Traditionally these services have been 'task based', with a focus on activities such as dressing, serving food among others. In recent years there has been a gradual shift in providing person centered care in health care.¹⁷

Person centered care is being recommended as the preferred approach to care in many European countries, USA, Canada and Australia.¹⁸ There is robust

evidence that points towards the benefits of incorporating PCC in patient care.

BENEFITS OF PERSON-CENTERED CARE

PCC is being adopted in nursing home settings and day care settings and has reported benefits to all the stakeholders involved in care.

Evidence suggests that providing person centered care benefits the people living with dementia and caregivers alike.

1. Reduces the agitation, improves the involvement in care and forges better relationships between the caregivers and the care recipients.¹⁹

2. Preserves the autonomy and personhood of the care recipients. Focuses on positive interactions between care team and care recipients.²⁰
3. Beneficiaries perceive as being treated as unique individuals and receive care with empathy and understanding
4. It substantially reduces the stress among the caregivers at the institution. Caregivers want to do a better job at caring for elderly, PCC training and skills development provides them with tools to provide quality care. Caregivers can manage the aggression of the care recipients with calmness.²¹
5. Improves the understanding of recipients care needs and makes the caregivers aware of their significance in the provision of care.
6. Improves the awareness of the caregivers and makes them more attentive to signs of cognitive impairment.
7. Improves continuity in care as PCC improves job satisfaction and can subsequently reduce high turnover in paid caregivers. Hence the caregivers can continue caring and building relationships with their recipients.²²

DIFFERENCES IN THE TRADITIONAL MODEL OF CARE AND PERSON-CENTERED CARE ^{15, 16}



FOCUSED ON THE DISEASE

Lack of identity and individuality, managing the disease and not the person



Value and respect of people living with dementia and their families

Lack of uniqueness/ tailored care. Focused on tasks like personal care, meals or shopping. "One size fits all" approach to care delivery.



Identifies the unique needs of people living with dementia. Values their experiences and autonomy

Paternalistic attitude to care



Understands the subjective perception of people living with dementia, makes an effort to understand their behavior. Understanding of what is being communicated by the care recipients

Not focused on relationship building. Provides limited role flexibility for caregivers



Builds positive social relationships and environment through active partnerships. Engages both 'cared for' and 'carer' in its construction and maintenance



FOCUSED ON THE PERSON WE CARE FOR

Tab.1 Care models differences

As an organization you are looking to add value to the services provided by the caregivers to the recipients and their families. Person centered care just helps you achieve exactly that. It helps caregivers to build stress-free relationship with their clients. It improves their sense of accomplishment and job satisfaction.

In addition, it improves the quality of care of the elderly. It helps reduce agitation, increase engagement, and enhance feelings of more meaningfulness, well-being and contentment. Person centered approach helps in understanding unique needs and experiences of the care recipients.

Understanding a person's experience and background often helps when care recipients show aggression. This helps caregivers face such challenging behaviors calmly.

CAREGIVERS' PERCEPTIONS WHEN DELIVERING TRADITIONAL AND PERSON-CENTERED CARE

Caregivers' perceptions when delivering traditional care:

INADEQUATE TRAINING:

- Most caregivers feel that their current training focuses either on knowledge or skills only.
- Providing Home care services means they work alone and

have to depend on their competence and skill set.^{24,25}

STRESS AT WORKPLACE:²²

- One third caregivers feel they have low resilience and high stress in work settings.
- It is known that the caregivers providing home care services are more stressed than the caregivers in nursing home settings.

HIGHER RATES OF BURNOUT:

- Turnover of home carers is high, due to irregular hours and workload pressures, likely affect care quality and life quality of clients, and high turnover erodes learning from experience and training.⁸

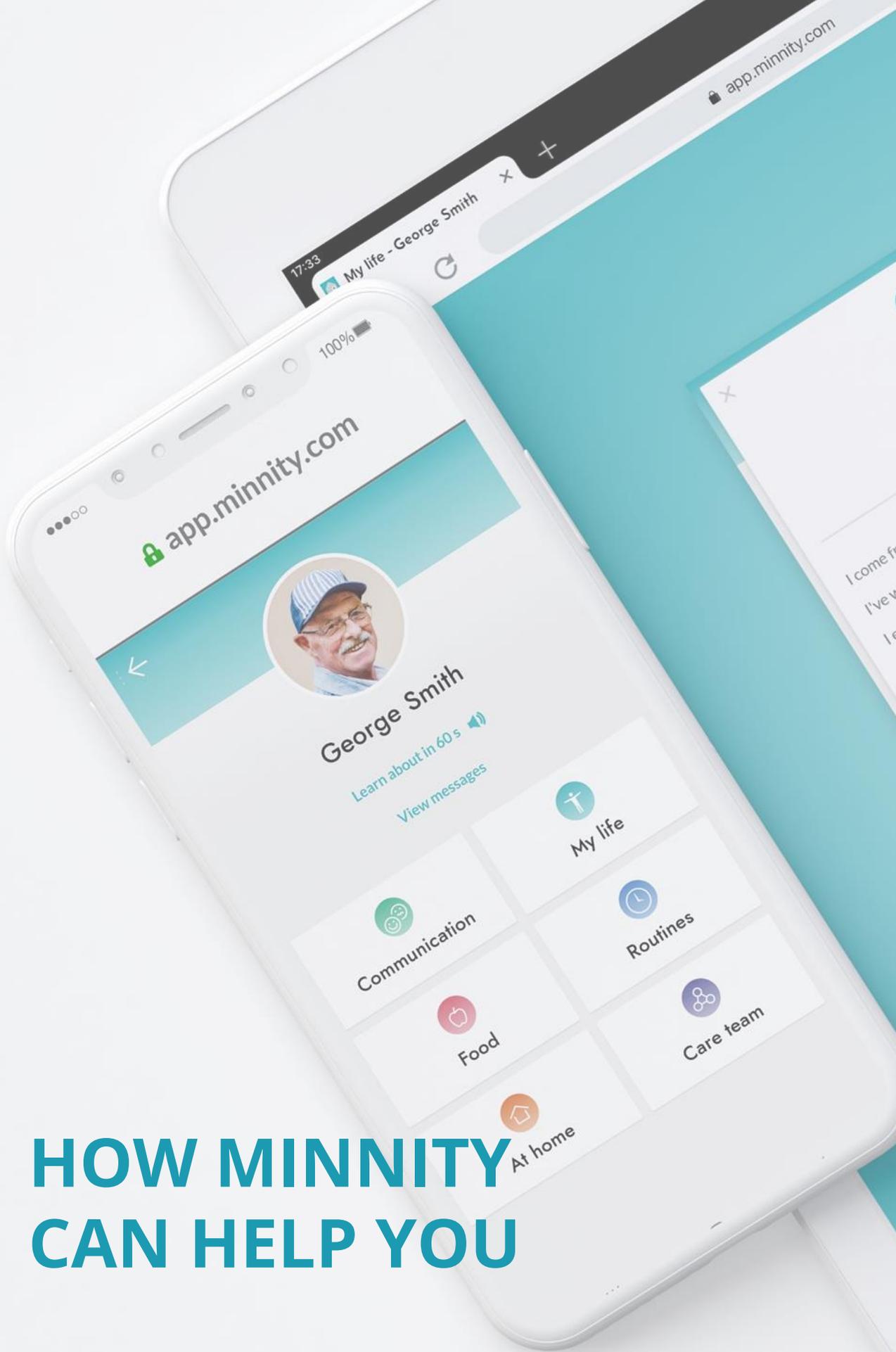
Advantages of person-centered care - Caregivers perspective:

PCC provides a greater flexibility to work to a needs-based rather than task-based model

- ✓ Caregivers feel more appreciated by the end users and get an opportunity to get to know them better
- ✓ Increase continuity in client carer relationships with team effort.
- ✓ Generally caregivers want to do more than they actually do currently for the care recipients to reduce their suffering and increase the quality of life.
- ✓ PCC approach will provide them flexibility to accomplish this.

In general, care managers are responsible for day to day functioning, they manage staff and ensure quality of care. Using PCC to deliver dementia care results in improved quality of care, patient and family satisfaction, less stress and more job satisfaction, increased retention of trained caregivers, less burnout and flexibility of caregiver role.

IT interventions are becoming increasingly common in dementia care. Technology is being used to help manage the symptoms, enhance social contact and for monitoring health and medications. These interventions can play a critical role in supporting the dementia care. Human touch and presence cannot be replaced with technology. Currently the best approach is to use technology to facilitate caregiving by humans.²⁶



HOW MINNITY CAN HELP YOU

MINNITY HELPS YOU IN CARING THROUGH TOOLS AND TRAINING TO MAKE PERSONALIZED CARE HANDY

It combines the human touch with technology to deliver evidence-based person centered care to care recipients. Minnity app features individualized profiles that enlist the food preferences and routines and media (photos and videos). In addition it has features of communication with family and other caregivers.



TRAINING SOLUTION

Minnity provides 'micro-learning'. These short bursts of knowledge helps train the caregivers in PCC. This feature will allow an effortless learning with a gradual learning curve rather than intensive workshops. Literature suggests that 86% of home care workers believe that dementia training will help them provide better care. A survey among caregivers in UK revealed that nearly 82% of caregivers face challenging behaviors while providing care and training can help them deal with such situations differently. The care providers who participate in the education program obtain a deeper knowledge and understanding of different types of dementias including specific focus on various caring approaches.



INDIVIDUALIZED PROFILES

Individualized profiles provide a practical information regarding the likes and dislikes of the clients. It helps them navigate through the 'bad days' of clients to provide care beyond the current task-based care. It has been observed that difficulty in communication and associated helplessness and agitation on part of the care recipients is very challenging and contribute to relationship stress. Having information regarding simple things like food preferences or life history can be a subject of conversation, engagement and relationship building between the care givers and care recipients.²⁷ This is central to the person-centered care approach to dementia care.



COMMUNICATION FEATURE

In addition the communication feature with family members and care team is critical component for delivering care. Having communication options handy are important tools to communicate day to day changes in the preferences or behavior of the care recipients. It keeps the care team informed and helps them deal with the changes effectively and maintain the quality of care.

Read more: www.minnity.com

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