



'Oral champions' of BCS Kara Centre

Better Practice award for better oral health at Kara Centre

BCS Kara Centre in Mayfield NSW was recently awarded a Better Practice in Aged Care Award for its oral health program.






Oral disease causes pain, is costly, disfiguring, causes poor nutrition and provides a portal for disease. This is the premise on which the

research, 'Encouraging best practice in residential aged care' was based.

The project aimed to develop an evidence based best practice model to promote better oral health using the 'Oral health assessment tool kit developed for general practitioners' (2005). The lead organisation in the research was South Australian Dental Services.

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Aged Care

Standards and Accreditation Agency Ltd



Just a word



In this month's issue of *The Standard* we provide a review of various resources in relation to dementia. There is a plethora of information available about the condition, and it can be overwhelming to sift through all of them to get some reliable and useful information to help you in caring for residents with all forms of dementia. We have selected a few that you can follow up and share with your staff to help in your education and training.

Also featured are a few homes that have some seemingly simple yet effective initiatives that help in caring for residents with dementia.

I was interested to read the 'Respect in an ageing society' report produced by Deakin University – it brought up a range of issues in relation to respect and what each generation considers as 'respectful' – the definition changes depending on which generation you speak to. It's an important concept that makes a big difference to relationships.

Mark Brandon
Chief Executive Officer

Respect in an ageing society

'Respect in an ageing society' examines the attitudes of society towards older people and what respect for older Australians means to them and the wider community.

The report, conducted by Deakin University and commissioned by Benetas, identified the different ways the generations show respect, with a move from submissive respect (for example doing as told, serving older people) to shared or mutual forms, for example listening and spending time with older people.

The younger generations X and Y placed less importance on giving up seats on public transport, dressing well and displaying good body language (precedential and presentational respect), whereas older people still saw this as important.

It was only the baby boomers who said they expressed respect by addressing older people with respectful language, noting that this form of respect was decreasing.

The dispersion of the population, a lack of understanding and values between the generations, the trend towards smaller families, time pressure, individualism and technology all contributed towards a lessening of displays of respect towards older people, according to the report.

"Respect is a key component of a good quality of life for all Australians, and in particular, our older generation," said CEO of Benetas, Sandra Hills.

Respect was perceived to improve quality of life, and increase feelings of self worth and social inclusion among older people.

Ms Hills said the report highlights the need for all to direct greater attention to creating a society that respects and values older people.

You can download the full report at www.benetas.com.au.

Sandra Hills will be a presenter at our Better Practice events this year. She will be speaking on taking action now for the future in relation to clinical and corporate governance, as well as presenting a breakfast session on ensuring aged care leaders take the time to look after themselves. For more information see page 7 of this issue of *The Standard* or go to www.accreditation.org.au



“Demystified accreditation – thank you”

The first of our ‘Understanding accreditation’ courses was conducted last month, with 11 participants from various homes in Victoria.

The aim of the course is for participants to come away with a better understanding of the accreditation process, audit principles and methodology and to feel confident to conduct internal audits in their own homes.

This course will help homes demonstrate compliance with each of the 44 expected outcomes of the Accreditation Standards.

“The group had a good mixture of experience – some with backgrounds in acute care, others with long experience in residential aged care. They were all keen to push themselves and learn how they can do things better, and to share their experiences with the other participants. Even though they said they were stretched, they said it was rewarding as they gained a lot out of the experience,” course facilitator Tony Rigley said.

“We recognised the wealth of experience in the room and facilitated the course using the collective knowledge and experience of everyone in the group. It makes the learning experience much more valuable, and means participants aren’t just listening to a presenter but are actively involved in their own learning.”

“It is a challenging course, not only for the participants but also for the facilitators. But the participants came away with a real understanding of how they can apply assessment methodology in their own homes.”

Tony said the key to the course is the activities. They have been specifically designed to provide the skills and tools to be taken back to the workplace and used immediately with little or no adaptation.

“Participants praised the tools and their immediate useability, not only for self-assessments but to help in skilling up other staff to better understand the accreditation process.

“Quite literally you can do the course and then be conducting self-assessments with the tools provided the next day,” Tony said.

Some of the comments from participants

Feedback from the first course has been positive. “I really got a lot out of the course,” one participant said.

“The educators were fantastic teachers that made it really interesting.”

Another participant said “Very good information and enjoyed the activities – involved everyone.”

“Excellent course, will be recommended.”

“Demystified accreditation - thank you”



For more information and dates and locations for the ‘Understanding accreditation: a practical toolkit for homes’ course, go to www.accreditation.org.au.

Can’t come to us? We can conduct the course at your workplace. See www.accreditation.org.au or call 1800 728 589 for details.

Alzheimer's Australia website

www.alzheimers.org.au

Alzheimer's Australia is the leading organisation providing information and resources relating to all aspects of Alzheimer's and other dementia related illnesses.

A series of free help sheets is available highlighting information such as symptoms, causes, 'what to try' and 'where to get further information' and other support services. State and territory based associations also provide relevant information and conduct workshops and other education events.

Dementia and its various forms

Dementia is not a normal part of ageing. There are many different forms of dementia and each has its own cause:

- Alzheimer's is the most common form of dementia and is a degenerative illness that attacks the brain.
- Vascular dementia is a broad term and is associated with problems of circulation of blood to the brain.
- Parkinson's disease is a progress disorder of the central nervous system.
- Dementia with Lewy bodies is caused by degeneration and death of nerve cells in the brain. People with dementia with Lewy bodies tend to see things, experience stiffness and their condition can fluctuate quite rapidly.
- Fronto Temporal Lobar Degeneration is the name given to a group of dementias where there is degeneration in one or both of the frontal or temporal lobes of the brain.
- Huntington's disease is an inherited, degenerative brain disease that affects the mind and body.
- Alcohol related dementia (Korsakoff's syndrome) is dementia related to too much alcohol and associated with a diet deficient in thiamine (Vitamin B1) leading to irreversible brain damage.
- Crutzfeldt-Jacob disease is an extremely rare, fatal brain disorder caused by a protein particle called prion. Symptoms include failing memory, changes of behaviour and lack of coordination.

Quality dementia care: practice in residential aged care facilities for all staff

Alzheimer's Australia website:
www.alzheimers.org.au

This document provides carers with information to assist in delivering quality care in a residential aged care home.

While the paper was released in 2007, the information and strategies continue to be of benefit in establishing quality care and practice for person centred care and dementia care.

The paper provides quick and easy to understand information on strategies for providing dementia care and managing behaviours associated with dementia. The paper is a useful education tool for use in residential aged care homes.

It provides valuable information on

- communication
- spiritual and emotional well being
- social interaction and lifestyle
- personal care
- health care
- the physical environment
- behaviour
- abuse
- sexuality
- cultural needs
- altered mental states – confusion, depression and delirium.

Dementia Resource Guide

Developed by the National Ageing Research Institute for the Department of Health and Ageing

The Dementia Resources Guide aims to improve the care and quality of life for people with dementia by highlighting resources, tools, guidelines and best practice principles.

Much of the guide has a focus on providing information for people with dementia and their carers in the community setting. However, aged care homes would find the guide to be a useful resource, especially chapters on behavioural and

psychological symptoms of dementia; quality care; caring for care staff; providing care to people from specific community groups; training and practice guideline resources.

Chapters cover:

- What is dementia
- Prevention and risk reduction of dementia
- Assessment and diagnosis of dementia
- Medical treatment options
- Forward planning
- Driving
- Behavioural and psychological symptoms of dementia
- Quality of life
- Quality care
- Social and emotional issues
- Specific community groups
- Support services
- Government policy
- Training
- Practice guidelines.

There are also audiovisual resources, web links and a glossary of terms. Each chapter includes a catalogue of recommended resources which are rated to identify their level of complexity and target audience.

Available at www.health.gov.au/internet/main/publishing.nsf/Content/ageing-dementia-resource-guide.htm

Living with dementia – a guide for veterans, their families and carers

[Department of Veterans' Affairs](#)

Living with dementia provides practical information to enhance understanding and assistance in making well-informed decisions about the future.

The document includes handy tips to help those with dementia, including those with younger-onset dementia, and carers, manage the condition and maximise quality of life. It also contains information on services, organisations and publications.

Covered in the book:

- Definition of dementia
- Younger onset dementia
- The early signs of dementia
- Treatment for dementia
- Tips for managing memory loss

The book also gives a detailed guide and handy tips under each of the practical aspects of caring:

- Dementia and the environment
- Communication
- Activities
- Driving
- Hygiene
- Nutrition
- Intimacy and sexual issues
- Continence
- Sleeping
- Wandering
- Aggression
- Hallucinations, delusions and paranoia
- Depression.

The document also contains information on legal issues including legal, medical and financial planning, power of attorney, wills, decisions about medical treatment and guardianship.

Copies available for downloading from the Department of Veterans' Affairs website www.dva.gov.au/aboutDVA/publications/health/dementia/Documents/Living_with_Dementia_complete.pdf.

Dementia Care website

www.dementiacareaustralia.com

Dementia Care Australia provides a number of resources on their website including fact sheets, a member's library, support available and recommendations for education resources. The website is targeted to informal carers, although it could provide some useful information for carers and staff in residential aged care.

Dementia – good practice

A mural that attracts and distracts

Huon Eldercare in Franklin Tasmania has a mural painted on the doors of their dementia specific unit, aimed to disguise doorways and make a stimulating scene for the residents. The bird house disguises the security keypad and the door handle is camouflaged in the mail box. The added benefit has been that the mural has become a great conversation starter, with residents reminiscing about farm life.

Sundowners club

Wongaburra Nursing Home in Queensland has a designated area to allow for a sundowners club to support residents in a homelike environment. Residents can engage in activities such as meal preparation, household duties and gardening.

Art therapy

Bupa New Farm in Queensland has adopted art therapy as a therapeutic and diagnostic tool for residents with dementia. Art therapy differs from traditional art in that the emphasis is on the process of creating rather than on the end product. Benefits include engaging playfulness, evoking muscle memory, activating the senses, evoking emotions and memories, a sense of control, safe self-expression and freedom, alleviates boredom and daytime sleepiness and encourages focus.



*Above and below:
Art therapy at Bupa
New Farm*

*Right:
Huon Eldercare's Mural*



Better Practice 2010 – showcasing the best

Better Practice 2010 will feature challenging speakers who will provide expert but practical advice, translating 'the complex' into 'the everyday', for improved quality care for residents.

The Better Practice conferences are being held around Australia, with topics including current and future issues for society, workforce, environment, technology and safety and quality; measuring corporate performance, resident assessment, balancing rights and obligations, governance, leadership and facilitating change.

The National Ageing Research Institute, Drugs and Therapeutics Information Service, and Newcastle University will focus on using evidence to improve outcomes for residents in the areas of falls management, pain, medication management and nutrition. The organisations are part of the Australian Government's Encouraging Best Practice in Residential Aged Care program.

General Manager Education Elizabeth Pringle said the presenters will show by applying evidence based research, it is possible to make a real difference to residents' care.

"There is such an abundance of best practice guidelines, manuals, and management strategies available for homes. These sessions are about translating them into practical everyday use to make lives better for residents, particularly in the important areas of falls, pain, nutrition and medication," Ms Pringle said.

"Our Better Practice conferences are highly regarded and well attended, with overwhelmingly positive feedback from

attendees. We are keen to ensure the Better Practice format reflects the industry's changing needs and we have a number of exciting innovations for 2010.

"We know from our feedback that Better Practice conferences are recognised as providing the right balance between topics and speakers that challenge thinking and providing practical information about better practice ideas."

"This year we will have more interaction – there will be more opportunity for discussion and debate about topics on the program, with facilitated discussions after every session."

"And there will be more topic choices for the breakout sessions – allowing for more discussion and interaction."

"The focus is on learning from each other's knowledge and experiences. Presenters and participants both have a lot to offer so this is an opportunity to share and learn from each other.

"There will also be the opportunity to view the online resources available, with an interactive display area showcasing selected valuable resources including websites and DVDs."



Better Practice 2010 diary dates

- 20-21 May – Adelaide
- 24-25 June – Hobart
- 22-23 July – Perth
- 26-27 August – Melbourne
- 16-17 September – Sydney
- 14-15 October – Brisbane



**Adelaide program
out now**

**Adelaide 20-21 May 2010
Stamford Grand Adelaide**

For more information go to www.accreditation.org.au or call 1800 728 589.

Better Practice award for better oral health at Kara Centre – Continued from page 1

All staff completed a comprehensive education program to identify what oral dental care was, and how to apply this knowledge in the work environment.

The implementation of the oral dental care was facilitated by the formation of an oral health champions group with representatives from all levels of staff, ie. registered nurse, enrolled nurse, care worker. These staff role model best practice in oral care to other staff and provide hands-on clinical education to new staff ensuring the sustainability of better oral hygiene practices in the facility, including the provision of specialty products.

The results of this program have ensured a better quality of life for the residents at Kara Centre with reductions in pain, and the reduction in dental decay as a result of using the high fluoride toothpaste to protect natural teeth.

In order to facilitate dental professions providing care, a dental treatment room was identified and a dental chair was provided by Hunter New England Health.

With access now available to dental services, on site residents who could not attend a dental surgery as a result of poor mobility are able to have their dental care attended to.



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