



Dementia Training **Australia**

Responsive Behaviours Consultancy



Funded by the Australian Government



**UNDERSTAND ALZHEIMER'S
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Responsive Behaviours Consultancy

The Responsive Behaviours Consultancy is a Dementia Training Australia (DTA) service delivered exclusively to organisations involved in a DTA Tailored Training Package. This service is offered after a DTA training needs analysis and discussion with a representative from the interested organisation.

Components of the consultancy:

- Assessment of organisational readiness using the Responsive Behaviours Readiness Assessment Tool
- Assessing level of organisational skill in responsive behaviour
- Delivery of the Lead and Learn education program
- Support and mentoring sessions from consultant and clinical experts
- Follow-up and review.

The Lead and Learn responsive behaviours (RB) education program is a core element of the consultancy. It aims to assist organisations to create a sustainable, capacity-building education framework around reducing and addressing dementia-related responsive behaviours in residential aged care. The program is delivered to one or more champion/s nominated by their organisation.

Objectives of the Lead and Learn RB Program

- Introduce the concept of responsive behaviours
- Explore a number of models to assist with understanding the factors underlying responsive behaviours

- Explore a number of individual behaviours, including assessment processes, strategies and evaluation that health professionals can use to reduce the effects of the behaviours
- Apply the various models and evidence-based interventions to case-study scenarios
- Incorporate input from experts through video clips and case-study discussion sessions
- Offer some specific advice to workplace leaders on managing staff providing care to clients living with dementia who express responsive behaviours.

Delivery

The Lead and Learn RB program is delivered nationally online using an interactive web-based training room. Each intake **comprises up to 10 ‘champions’**, from participating organisations, who have agreed to take part in the consultancy program. The champions in each intake may come from one or more organisations. Each program is **eight weeks in duration**. The program content is delivered by a DTA consultant who remains the ongoing contact for the duration of the program.

Delivering the program in this format:

- Provides a structured approach for the program
- Enables organisations to schedule/plan for the requirements of the program and develop readiness to engage in the program
- Enables each cohort to establish and build a community of champions who can motivate and support each other throughout the program and into the future

- Enables the development of a multidisciplinary team culture in addressing responsive behaviours.

About the champion

- When selecting champions for participation in the program consider the benefits of including participants who reflect a multidisciplinary approach, and at least one participant who is in a senior role in the organisation to assist the local development of strategies and an action plan.
- Champions will be responsible for conducting a checklist audit of relevant organisational policies (PC Care Plans) and staff dementia knowledge using DTA tools.
- Champions will be supported throughout the training via discussion and support sessions with the DTA consultant and other experts as needed.
- Champions will be responsible for developing an action plan for the way forward (may include whole of staff training, policy development, procedural/practice changes, etc) at the conclusion of the Lead and Learn program, supported by their consultant and additional DTA resources at relevant points throughout program.
- Champions will have access to an education program complete with case studies, practical activities, scenario-based exercises, video and other interactive components on the DTA website.

Education program components

- A Lead and Learn workshop program **consisting of seven (one hour, self-directed) modules** on

responsive behaviours and **one module on leadership and change**, supported by a number of interactive case study workshop sessions and online support sessions (using Zoom webinar system).

- On completion of the course a certificate of completion will be provided to each staff member.

Lead and Learn Education Program overview

Each session includes objectives, activities and questions supported by case studies and discussion sessions for reflection and understanding. Reference sites are included throughout the individual sessions.

Prior to program starting (online) - Introduction and welcome – 30 minute session - introduction to program and meet cohort members

Module 1 Unit 1

Introduction

- What are responsive behaviours?
- Introduction to experts
- Expert's definitions of responsive behaviours

Module 1 Unit 2

Frameworks & Models for Understanding

- Value of using a framework
- Description of models
- Introduction to person-centred care (PCC)

Bringing it all together – 45 minute online session to confirm understanding and application of module content.

Module 2

Identifying and Collecting Information

- The assessment process
- Sourcing objective and subjective information in relation to behaviour
- Importance of individual preferences, history, cultural issues
- Assessment related to carer and care environment
- Description of vocally disruptive behaviours (VDB)
- Introduction to Mrs A with VDB (**case study 1**)
- Assessment tools for VDB

Module 3

Planning and Implementing Strategies

- Commencement of planning process
- More about PCC and its application
- Types of intervention strategies for responsive behaviours
- Strategies for addressing VDB
- Continuation of case study - Mrs A
- Goal setting and realistic expectations of outcomes

Bringing it all together – 45 minute online session to confirm understanding and application of module content.

Module 4

Evaluating effectiveness of strategies

- Process of evaluating effectiveness and comparison with goals
- Description of agitation
- Strategies for addressing agitation
- Introduction to Joyce (**case study 2**)
- Evaluating level of success with interventions

Bringing it all together – 45 minute online session to confirm understanding and application of module content.

Module 5

Case study: Sharon with Wandering Behaviour

- Description and assessment of wandering behaviour
- Measurement tools for wandering
- Introduction to Sharon (**case study 3**)
- Strategies for addressing wandering behaviour

Guest Presentation – 60 minute online case study discussion with guest presenter. Learnings supported by resources on wandering behaviour.

Module 6

Case study: Ronnie with Depression and Anxiety

- Description of depression and anxiety
- Cultural considerations for assisting Indigenous people with dementia
- Assessment tools for Indigenous people with dementia
- Introduction to Ronnie (**case study 4**)
- Strategies for addressing depression and anxiety

Guest Presentation – 60 minute online case-study discussion with guest presenter on Depression, Anxiety and Indigenous Cultural considerations. Learnings supported by DTA Cultural Assessment Tool and video on depression and anxiety for people living with dementia, and their carers.

Module 7

Jayita with Aggressive behaviour

- Description and assessment of aggression
- Introduction to Jayita (**case study 5**) demonstrating aggressive behaviour
- Caring for CALD people living with dementia
- Strategies for addressing aggression
- Role of multidisciplinary team

Guest Presentation – 60 minute online case study discussion with guest presenter. Learning is supported by resources on caring for clients with dementia from a CALD background, primarily resourced from Dementia Australia.

Module 8

Advice for Workplace Leaders

- Leadership that promotes quality care for the person with dementia
- Establishing a culture promoting personhood
- The living environment, and quality of care and lifestyle of the person with dementia
- Valuable resources to draw on
- Staff issues

Workshop – 120 minute online: Leadership and change - key concepts will be discussed and participants will be encouraged to apply these concepts practically to their own workplace setting. This will facilitate an action plan for change to be developed for sustaining responsive behaviour skills development.

Bringing it all together/support sessions

An online 30 minute introductory session and three 45 minute sessions throughout the program are included to support learning and address any queries/issues that participants have about the assessment and resource materials.

The DTA Consultant will also facilitate collaborative learning opportunities via online case study sessions.

Note: It is not a requirement for champions to attend all online support sessions although attendance at the first session and case study sessions is required. Participants must attend 80% of the sessions to receive a certificate of completion.

Case study sessions

The program includes three 60 minute case-study discussion sessions and one 120 minute workshop session. The purpose of these sessions is to:

- Confirm participants' understanding and application of the program's content
- Discuss and work through the case studies with topic area experts
- Facilitate the workplace action plan

Note: It is a requirement for champions to attend all case study sessions.

Overall outcomes for participants

After completing the eight modules of this program participants will be able to:

- Explain the concept of responsive behaviours and the models used to understand the potential underlying causes
- Outline the assessment processes, tools and interventions used to address:
 - **Vocally disruptive behaviour** (case study 1)
 - **Agitation** (case study 2)
 - **Wandering** (case study 3)
 - **Anxiety and depression** (case study 4)
 - **Aggression** (case study 5)
- Critically analyse given scenarios and select suitable evidenced-based interventions
- Recognise the value of assessment and ongoing evaluation in the care of people with responsive behaviours
- Implement strategies for addressing responsive behaviours in the workplace including person-centred care plans
- Put in place an action plan and strategies to care for people with responsive behaviours (e.g. whole of staff training, policy development, procedural/practice changes). The action plan should assign responsibilities equally amongst the champions.

Total time commitment for the program: 8 hours of self-directed learning, plus 8 hours of check-in and case study discussion with topic experts in the online training room.

Follow-up and Review Meeting

After completing the program a brief report outlining the program, participant involvement, learning objectives, next steps and any final issues will be forwarded to the organisation. A copy of the RB Readiness Assessment Tool and Action plan is to be submitted by the participants 2 weeks after the final online session. A follow-up meeting is also available depending on the requirements of the organisation.

Resources

During the education program the consultant will liaise with participants using the 'Zoom' webinar system. This will be set up by the consultant who will forward a link to the client/s to enable participants to access the Zoom meeting virtual training room. The consultant and all participants can then work face-to-face in the workshop sessions from their own workplaces.

The consultant will supply the client with the resources required to undertake this education program including:

- Initial session using Zoom to introduce the program to champions/staff
- Suite of related resources including the Lead and Learn Workbook, Education Guide, e-learning courses, scenario based video clips, *Expert Conversations* DVD and set of Responsive Behaviours Quick Reference Resource cards and App
- Access to Zoom workshops for case study/scenario based training and discussion sessions.
- Online support and mentoring as required during the program.

Suggested strategies - Organisational Support

1. A key IT contact to ensure initial set-up and smooth running of Zoom webinar system.
2. An organisational contact person assigned to the role of participant support to monitor progress and check-in with where participants are up to with the program.
3. Regular conversations between management and participants regarding the Action Plan and program progress.

Venue and computer Requirements

The Lead and Learn participants can join the online sessions in an individual office or as a group in a training room. Each participant will need access to a laptop or desktop computer with webcam and speakers, and access to a phone for audio.

If your computer does not have a built-in webcam and speakers you will need some additional accessories in order to join the Zoom sessions:

- Webcam Camera (suggest Logitech C992 Pro Stream or similar)
- Headset if required (suggest Logitech H540 USB headset or similar)

These items can be purchased from computer/ computer accessory stores.

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