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Online Dementia Training



Supervisor Strategy Guide for Training

These additional approaches and training exercises can be used to augment and reinforce the education and development that the CNAs are receiving in the CARES[®] Online Training and Certification™ Programs. It is our hope that CARES is not simply a training that you and your CNA complete and is then forgotten. Instead, we hope the strategies in this guide help you make the evidence-based practices and person-centered care approaches part of your organization's culture. As we all know, changing culture is not easy, and many strategies need to be employed to change care team behavior. We believe that this guide can play an important part in achieving that goal.

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The CARES[®] 5-Step Method Review, Reinforce and Reassure

1. Ask the CNA to write up an example of how they have used CARES with a person who is living with dementia during the past week. Share this example with other staff members in a meeting and post the write up in the break room.
2. Walk up to the CNA and say, "Tell me about a really challenging situation today and how you used the CARES Approach or what could have been done differently next time using the CARES Approach."
3. If staff members are not using the CARES Approach daily, simply encourage them to keep trying.
4. Remind staff members that CARES should be used every day. Reassure staff members by telling them that any new approach will take 28 days to make into a habit.
5. Let staff members know that it is possible to use the CARES Approach even when they have limited time and have many people in their care. Let them know that this may be the most important time to use CARES!
6. Lead by example and take a moment to demonstrate the CARES Approach yourself. Talk about the five CARES steps (C - Connect with the Person, A - Assess Behavior, R - Respond Appropriately, E - Evaluate What Works, and S - Share with Others), and then apply the approach with an actual person you care for.

CARES® Activities of Daily Living™ Activities

1. Discussion – Eating Challenges

Write each of these eating challenges on small slips of paper and place them in a hat or basket:

- Mr. Chan is not interested in eating.
- Suzanne is easily distracted and wants to eat off the plate of the person next to her.
- Mrs. Livingston’s daughter complains to the supervisor that the facility never seems to offer her mother her favorite foods.
- Sylvia pockets food in her cheeks sometimes—especially meat.
- Create your own idea for an eating challenge you have faced.

Have your CNA select a piece of paper and discuss the following question:

- What strategies would you use to help the person in your scenario be more successful with eating?

Possible Responses:

- *Some of our taste sensations dull as we age, but the sweet sensation lasts the longest. Sweet items such as yogurt, applesauce, ice cream, health shakes, and bananas can be used as encouragement.*
- *Make sure people who wear glasses have them on at mealtimes. People eat better when they can see what’s on their plate. Using plates that are not the same color as the table and serving food on a plate that is not the same color as the food can make it easier for older people to see their plate and what they are eating.*
- *Having food available on a cart or on display at all times allows people to eat when they are hungry and helps them get the nutrition they need. If your organization doesn’t offer snacks throughout the day, use the nutrition cabinet, if necessary, for snacks. Offering small quantities more often can work better with older people.*
- *Encourage family members to bring favorite foods and eat with their loved ones. Sometimes people with dementia eat better with family around.*
- *Using the hand-over-hand technique can help people with dementia start the motion of bringing food to their mouth. Often, they can then continue on their own.*
- *Some people eat better when they are seated by certain people, such as someone of the same gender or someone with whom they are familiar like a roommate.*

2. CARES Approach – Toileting Accidents

Read the following to your CNA and discuss the questions in the context of the CARES Approach.

“Having an accident” can be difficult for a resident as well as for a staff member.

- How do you respond when a resident has an accident?
- How do you preserve the person’s dignity in this situation?
- How can the CARES approach help?

In Review, CARES stands for:

- C** – Connect with the person
- A** – Assess Behavior
- R** – Respond Appropriates
- E** – Evaluate What Works
- S** – Share with Others

3. Discussion – Mobility Challenges

The purpose of the activity is to get your CNA to think about and share strategies for assisting multiple people with mobility.

Sometimes, you'll need to coordinate the positioning and mobility of several people at once. Think of three residents in your care and share strategies you have found successful when considering the following.

- Each person's needs and in what order to assist people.
- The room and the safest location for each person.
- The use of mobility and transfer devices like walkers, wheelchairs, and transfer belts.

Possible Responses:

Mobility Can Change from Day to Day

- *Consider each person's physical abilities, emotional needs, and level of pain.*
- *When deciding who to move when, consider each person's level of mobility. Transfer the people who are more independent first. This allows them to engage in other activities like caring for a doll or pet, visiting with a friend, watching their favorite TV shows, or even just enjoying the view out the window. This also gives you more time to spend with people who have greater needs.*

Consider the Person's Interests

- *Place the person who likes movies near the television, the person who likes visiting with others near their friends, and so on.*
- *If someone doesn't converse and usually sleeps, a comfortable chair in a quiet location may be best.*

Consider the Person's Physical Condition

- *Ask the person what kind of chair he or she prefers.*
- *Recliners can provide comfort for individuals with a sore back or sore hip. (Note that recliners that do not allow a person to freely get up can be considered a form of restraint.)*
- *Remember to keep walkways clear to help prevent falls.*

Remember to connect with the people, remain flexible, and stay aware of their day-to-day needs.