

## **Appropriate Use of Antipsychotics in Long-Term Care**

### Person-Centred Care Training

This resource contains information on various person-centred care training that long-term care homes utilize in BC. A summary of each type of training is provided along with an appendix containing a table of information that includes audience, cost, training options, training duration, certification and learning outcomes.

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#### Certified Eden Associate Training by the Eden Alternative

The Eden Alternative is an international organization that provides education, consultation, outreach, resources, and a philosophy on person-directed care. The Eden Alternative provides various workshops to improve the well-being of elders and their care by reframing how we view aging, reimagining care, eliminating loneliness, helplessness, and boredom, revolutionizing how we support people living with changing abilities, and delivering transformative education. The flagship training workshop is the **Certified Eden Associate Training** with more information available [here](#).

The Eden Alternative Domains of Well-Being are 7 fundamental aspects of personhood that are at the core of the framework:

1. Identity
2. Connectedness
3. Security
4. Autonomy
5. Meaning
6. Growth
7. Joy

The following Ten Principles of the Eden Alternative allows care partners to reach the outcomes mentioned above:

1. Loneliness, helplessness, and boredom are painful and destructive to health and well-being
2. Caring, inclusive, and vibrant community enables all of us, regardless of age or ability, to experience well-being
3. We thrive when we have easy access to the companionship we desire. This is the antidote to loneliness
4. We thrive when we have purpose and the opportunity to give, as well as receive. This is the antidote to helplessness
5. We thrive when we have variety, spontaneity, and unexpected happenings in our lives. This is the antidote to boredom
6. Meaningless activity corrodes the human spirit. Meaning is unique to each of us and is essential to health and well-being
7. We are more than our medical diagnoses. Medical treatment should support and empower us to experience a life worth living
8. Decision-making must involve those most impacted by the decision. Empowerment activates choice, autonomy, and influence
9. Building a collaborative and resilient culture is a never-ending process. We need to keep learning, developing, and adapting
10. Wise leadership is the key to meaningful and lasting change. For it, there can be no substitute

Both the Domains of Well-Being and the Ten Principles are found [here](#) (if scrolling down does not work, can use the arrow on right side of your screen).

Link: <https://www.edenhealthsolutions.com/> (Western Canada website)

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#### DementiAbility

DementiAbility aims to bring light to and enhance the abilities and potential of people living with dementia using evidence-based, person-centred education including training, resources, tips, tools, and non-pharmacological approaches for professionals and care partners. The goal is to help every person succeed and live with meaning, purpose, high self-esteem, independence, love, sense of belonging and joy. Training goals include:

- Supporting professionals understand the connections between brain, life story, environment, and behaviour (e.g. Needs, Interests, Skills and Abilities (NISA) Formula, WOW Model).
- Equipping family and care partners with helpful tools, answers to their questions, and practical solutions for successful outcomes.
- Using evidence-based methods, such as Doll Therapy or resources like memory books and colouring books.
- Answering common questions on the use of name badges and uniforms (based on research).

Workshop on Communication Tips and Tools for Dementia Care is also available by DementiAbility. This training focuses on effective and empathetic communication strategies and understanding of the relationship between brain, behaviour, and communication with people with dementia.

Links: <https://dementiability.com/>

DementiAbility Methods: <https://www.geriatriccp.ca/courses/3> | Communication Tips and Tools for Dementia Care: <https://www.geriatriccp.ca/courses/9>

#### GPA (Gentle Persuasive Approaches)

GPA Education is an effective training for everyone who works with older adults. There are 3 types:

1. GPA Basics: traditional 7.5-hour day workshop, available in-person and virtually.
2. Integrated GPA (iGPA): half day of eLearning and half day of in-person or virtual classroom learning. Additional information [here](#).
3. GPA eLearning: 2-4 hours but training is open for 3 weeks. Additional information [here](#).

GPA Basics includes training on respectful self-protective and gentle redirection techniques to apply in situations of risk. This is an educational intervention created to provide staff with the knowledge, skills, and confidence to help them support people with dementia and responsive behaviours.

Links: <https://ageinc.ca/about-gpa-2/> | <https://www.geriatriccp.ca/courses/4>

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#### PIECES (Physical, Intellectual, Emotional, Capability, Environment and Social)

PIECES is a holistic person- and care partner-centred approach and framework to help assess possible contributing factors to behaviours:

- Physical: 5 D's (delirium, disease, drugs, discomfort, disability)
- Intellectual: cognitive health and impacts and other vulnerabilities
- Emotional: including mood, adjustment, substance use, suicidality, psychosis, mental health, trauma history, strengths and coping strategies
- Capabilities: supporting capabilities by considering strengths, needs, and possible contributing factors across all other domains of the person
- Environment: physical and social environment, identifying enabling and disabling factors, modifying and using these factors with intention
- Social: honouring individuality, life story, social network, as well as cultural self, spiritual self, sexuality, and gender identity

PIECES helps guide focused, time-sensitive, and meaningful conversations to support people living with complexity, including dementia (as well as other neurocognitive disorders, mental health and substance use disorders, neurological conditions, physical health complexities). This training aims to improve the knowledge, care, support, and quality of life for older people and their care partners. Expected outcomes of this training include prevention, early detection, and a continuous process for shared solution finding, monitoring progress, and minimizing disability. The approach is based on the PIECES Foundational Principles and Core Competencies. Which are the following:

- Validating: commit to an approach that values and ensures the voices of the person, care partner, and all other members of the team
- Shared Solution Finding: continuously find ways to strengthen person- and care partner-centred relationships
- Acting Together: use PIECES 3-question template to guide a holistic, practical, and evidence-informed approach to shared assessment and care
- Enhancing and Translating Knowledge: commit to an approach that focuses on the effective transfer of knowledge to practice

Many other trainings and practices are implemented with or based on PIECES concepts, such as U-First! training (see below).

Links: <https://piecescanada.com/> | <https://www.geriatriccp.ca/courses/1>

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#### Positive Approach to Care (PAC) and GEMS Model by Teepa Snow

Positive Approach to Care (PAC) enhances life and relationships of those living with brain change by fostering an inclusive global community. Offers training for care skills, knowledge, and resources, many of which are available for free online. Some specific techniques including Positive Physical Approach (PPA), Hand-under-Hand (HuH) technique, Positive Action Starters (PAS), and more found [here](#) for professionals.

Additional resources available for [family & friends](#), [people living with dementia](#), [professionals](#), and [organizations](#).

GEMS Brain Change Model recognizes 6 different brain states to help caregivers see a person with dementia as precious and unique as these gemstones:

1. Sapphire (True Blue): optimal cognition, healthy brain
2. Diamond (Clear and Sharp): routines and rituals rule
3. Emerald (On the Go with a Purpose): naturally flawed
4. Amber (Caught in a Moment): caution required
5. Ruby (Deep and Strong in Color): others stop seeing what is possible
6. Pearl (Hidden Within a Shell): beautiful moments to behold

Additional details on GEMS found [here](#) with a downloadable PDF file [here](#).

Link: <https://teepasnow.com/>

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#### The Butterfly Approach by Meaningful Care Matters (formerly Dementia Care Matters)

An emotion-focused model of care developed by Meaningful Care Matters in the United Kingdom to go back to the essence of care. This model focuses on connecting people in a dignified, human way by addressing the holistic needs of individuals to support quality of life for people living with dementia. Includes various factors such as leadership, appearance, representation, training, atmosphere, and feeling. The goal is to involve people in the running of their own home (rather than running a home for the people) and creating a comfortable, relaxed, family-like atmosphere and building that are engaging and sterile. A few examples is creating a colourful environment and not wearing uniforms.

There are 8 key focus points for feeling-centric care:

1. BEING person-centred (helping staff shift from tasks to reaching people on the inside)
2. INSPIRING leadership (guiding people from detached management to attached leadership, leading not just by the hand, but from the heart)
3. GROWING training (move away from tick-box courses and instead, developing emotional intelligence through reflection, modelling, and coaching)
4. ENABLING quality of life (seeing, hearing, feeling the lived experience of people to improve the moment)
5. NURTURING staff's emotions in dementia care (support people's emotional labour, foster positive team relationships, and develop an emotion-led organizational strategy)
6. ACHIEVING real outcomes (focusing on balancing and measuring quality of service and life and putting policies, procedures, and systems as secondary)

Links: <https://meaningfulcarematters.com/> | <https://www.primacareliving.com/butterfly-model-of-care>

#### U-First!

The U-First! workshop helps build confidence for learners to work with people with responsive behaviours by equipping them with knowledge and skills through dialogue and case-based approach. This training implements PIECES concepts in its training to help understand the whole person. A key outcome for learners is to develop a knowledge base, language, values, and approach to caring for people with dementia and cognitive impairment by understanding the person and associated behaviours. It also emphasizes the importance of working as a team to develop individualized support strategies.

Links: <https://www.u-first.ca/> | <https://www.geriatriccp.ca/courses/2>

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#### Appendix A

Name of Training	Audience	Cost	Training Options	Training Duration	Certification	Potential Outcomes
<b>Certified Eden Associate Training</b>	Leadership teams from organizations on the care continuum, representatives of long-term care communities	Download the <a href="#"><u>registration form</u></a> available on the webpage <a href="#"><u>here</u></a> .	In-person (with some virtual options); can go to Sherbrooke Community Centre (Saskatoon, SK) or have training hosted in your home	3 days for the flagship training  2 days for Untie the Spirit workshop (culture change in long-term care with focus on care for people with dementia including non-pharmacological approaches)  1 day for Eden Alternative workshop (for deeper understanding of the Ten Principles of the Eden Alternative)	Certificate as a Certified Eden Associate upon completion of 3 days training.	<ul style="list-style-type: none"> <li>• Understanding of the What, Why, and How of the person-directed care movement</li> <li>• Learn how person-directed care improves quality of life and care, how to exceed regulatory expectations, and how to apply the Ten Principles of the Eden Alternative and Eden Alternative Domains of Well-Being</li> <li>• Gain practical strategies, techniques, and skills to transform the culture of care, help transform perceptions of aging in our society, initiate change, strengthen care partnerships, and drive more impactful outcomes efficiently</li> <li>• Reduce staff turnover, improve financial performance, and increase engagement with elders, family, and staff.</li> </ul>

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<p><b>DementiAbility Methods</b></p>	<p>Professionals, care partners</p>	<p>Click <a href="#">here</a> for list of available workshops and their prices.</p>	<p>In-person or virtual</p>	<p>2-day workshop for DementiAbility Methods</p> <p>Half-day workshop for certification</p>	<p>Geriatric certificate provided upon completion.</p> <p>Can get certified if taken the DementiAbility Workshop within the last 2 years.</p> <p>9-step process to being certified, found <a href="#">here</a>.</p>	<ul style="list-style-type: none"> <li>• Differentiate between dementia, depression, and delirium to assess and address accordingly</li> <li>• Reduced responsive behaviours (BPSDs)</li> <li>• Increased resident, staff and family satisfaction scores</li> <li>• Improved resident function (e.g. Eating, dressing, toileting, finding items and places independently)</li> <li>• Decreased UTIs, delirium incidents, and hospital visits</li> <li>• Application and incorporation of the WOW model and the Montessori Way Principles</li> <li>• People living with dementia are engaged with meaning, purpose, leisure, and pleasure</li> <li>• Learn how disuse can create “excess disability” and the term “prepared environment”</li> </ul>
<p><b>DementiAbility: Communication Tips and Tools for Dementia Care</b></p>	<p>Care providers for people with dementia</p>	<p>Click <a href="#">here</a> for list of available workshops and their prices.</p>	<p>In-person or virtual</p>	<p>1-day workshop for Communication Tips and Tools</p>	<p>Geriatric certificate provided upon completion.</p>	<ul style="list-style-type: none"> <li>• Understanding of the special communication needs of a person with dementia by connecting brain changes to communication abilities</li> <li>• Knowledge of the relationship between brain, behaviour, and communication in dementia.</li> </ul>



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						<ul style="list-style-type: none"> <li>• Differentiate between types of communication strategies (Reminiscence, Life Review, Validation) and the key components of validating feelings (eg. Mind’s eye, centering, mirroring, etc.)</li> <li>• Application of effective and empathetic communication techniques</li> <li>• Equipped with skills to run a Validation Group</li> </ul>
<p><b>Gentle Persuasive Approaches (GPA)</b></p>	<p>Care providers in professional settings, all registered staff that interact with older adults in the workplace (including housekeeping and security), students enrolled in accredited health care programs.</p> <p>Is NOT recommended for informal</p>	<p>Course information and other options available (for eligible individuals) found <a href="#">here</a>.</p>	<p>In-person or virtual</p>	<p>1-day workshop with 4 modules taught by 2 GPA certified coaches</p> <p>*Requires participant’s current or potential job role to include interactions with people with dementia and be 18 years old or older</p>	<p>Certification of participation provided with the option to renew via GPA-Recharged course (annual renewal recommended).</p>	<ul style="list-style-type: none"> <li>• Knowledge on dementia, person-centred care, and relationship between disease process and person’s behavioural response</li> <li>• Application of emotional, environmental, and interpersonal communication strategies to prevent and de-escalate responsive behaviours</li> <li>• Effective, appropriate, and respectful techniques to use in escalated situations of risk to safeguard all people involved</li> <li>• Useful strategies for communication, collaboration, and safety practices, promoting comfort, human dignity, and enhanced contributions</li> </ul>

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	health care providers or volunteers not currently seeking employment or are employed in a health care setting.					<ul style="list-style-type: none"> <li>• Facilitate a cultural shift to person-centred care strategies</li> <li>• Build confidence of staff in preventing, recognizing, defusing, and responding</li> </ul>
<b>PIECES</b>	Health care practitioners, regulated health professionals, or other health professionals who have a clinical responsibility for shared assessment and collaborative care planning in long-term care homes, retirement homes, hospital, community, or primary care	<p>\$300 for either in-person or virtual training</p> <p>To register, click “see dates” on top menu, right side on <a href="#">here</a>.</p>	In-person or virtual	2-day workshop with a 2-week time frame in between each day	<p>Attend both days in workshop, complete preparatory work, mid-workshop work (2 weeks), and online post-learning evaluation.</p> <p>Geriatric certificate available upon completion.</p>	<ul style="list-style-type: none"> <li>• Enhance knowledge and skills of learner to use the PIECES 3-question template to guide an evidence-informed team approach to person- and care partner-centred care</li> <li>• Promote collaboration and knowledge translation into practical application based on PIECES Foundational Principles</li> <li>• Guide a holistic person- and care partner-centred team approach in assessment, care, and relationship</li> <li>• Diverse incorporation of PIECES in practice and team huddles for collaborative engagement, shared assessment, and supportive care</li> </ul>

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<p><b>Positive Approach to Care (PAC)</b></p>	<p>Health care professionals, organizations, people living with dementia, and family and friends.</p> <p>The PAC Certification is for professionals, but website has resources for people with dementia, family and friends, as well as organization-level.</p>	<p>Varying certifications and workshops available. Can take the PAC Certification Quiz for a recommendation <a href="#">here</a>.</p> <p>Prices vary depending on bulk pricing, certification, workshop, webinars, or subscriptions. Can be viewed in <a href="#">upcoming events</a> or <a href="#">products shop</a>.</p>	<p>In-person or virtual</p>	<p>Depends on the course and training type.</p> <p>3 steps in the Education Journey:</p> <ol style="list-style-type: none"> <li>1. Awareness</li> <li>2. Knowledge</li> <li>3. Skills</li> </ol> <p>Awareness built via videos and website to answer “what is dementia and what can you do about it?”</p> <p>Knowledge built by gaining hands-on care skills via Champion course.</p> <p>Skills built via certification to deliver training, care, and skills.</p>	<p>Digital certification badges for PAC Certifications upon completion.</p> <p>PAC Champion course gives completion certificates for each 2-hour course and video pre-work. PAC Skill Pin certification slots every Friday 1100–1300 PST.</p> <p>Various other certifications also available. Click <a href="#">here</a> to see the options.</p> <p>Additional certifications available <a href="#">here</a> for professionals.</p>	<ul style="list-style-type: none"> <li>• Educates care providers on enhancing life and relationships of those living with brain change with effective strategies and empathy</li> <li>• Equips care providers with care skills and strategies to transform what exists into a more positive dementia care culture with all people</li> <li>• Rewiring existing perceptions, attitudes, communication strategies, actions, and responses to promote change and support those living with brain change in a more positive and respectful way</li> <li>• Enhanced awareness and knowledge of dementia progression and dementia care to achieve positive results and deliver improved care</li> <li>• Improved quality of care for people living with dementia that is sustainable and competent</li> </ul>
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<p><b>The Butterfly Approach</b></p>	<p>Care homes (rather than individuals)</p>	<p>Additional details on this approach and accreditation process found <a href="#">here</a>.</p>	<p>Contact <a href="#">here</a> for general inquiry or Canada-specific (found below).</p>	<p>Expected to take at least one year.</p>	<p>Butterfly Model of Care accreditation for dementia care to become a Butterfly Home</p>	<ul style="list-style-type: none"> <li>• House model: breaking the care home up into domestic scale, recognizable houses in imaginative low cost ways</li> <li>• Creating housekeepers: transforming outdated ways of working as domestic and catering staff into housekeepers being the heart of the home</li> <li>• Removing us and them: clearing boundaries and barriers that separate staff from feeling people’s lived experiences to provide an environment and “look” that emphasizes quality and value of close relationships</li> <li>• Removing controlling care: enabling staff to understand each moment as an opportunity and choice to turn a controlling or task-orientated response to a real, positive, social, shared connection</li> <li>• Removing central dining rooms and enjoying mealtime experiences: to prevent the herding of people from one room to another and creating an engaging space for new memories and rehearse conversation topics</li> </ul>
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						<ul style="list-style-type: none"> <li>• Matching: preventing people experiencing unnecessary stress by being all muddled together at different points of dementia and instead, grouping by similar point of experience</li> <li>• Relaxing the routines</li> <li>• Filling the place up and turning the home into an engaging place with opportunities to reminisce, touch, feel, carry objects and be engaged in domestic living</li> <li>• Feelings before behaviours: training staff on the meanings behind behaviours and equipping staff with approaches that acknowledge that people living with dementia rely less on facts or reason; thus, put more trust in feelings</li> <li>• Measuring well-being with practical tools and helping staff see that quality of well-being is the primary indicator of good quality dementia care</li> </ul>
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<p><b>U-First!</b></p>	<p>Non-registered health care providers</p>	<p>To register, can contact the team <a href="#">here</a> or click “see dates” on top menu, right side on <a href="#">here</a>.</p>	<p>In-person or virtual</p>	<p>1-day workshop for in-person</p> <p>3 weeks for virtual training (blended format, 3-5 hours a week)</p>	<p>Geriatric certificate available upon completion.</p>	<ul style="list-style-type: none"> <li>• Understanding of the reasons for behaviour changes in the person</li> <li>• Be able to flag potential changes you may observe when supporting the person</li> <li>• Learn to interact in new ways with skill and knowledge of dementia and other cognitive impairments</li> <li>• Help reflect and report on new behaviours in the person and share strategies with team</li> <li>• Support the person and their care partners in everyday activities with confidence</li> <li>• Practical application of person-centred care approach with team</li> </ul>
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