



JAMES L. WEST
CENTER *for* DEMENTIA CARE

Supporting Your Families to Create a Cohesive Team

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James L. West Center for Dementia Care



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- Hollie Glover, is a Licensed Professional Counselor, who currently works for the James L. West Center for Dementia Care in Fort Worth. She is the Director of Education and Family Support Services. She facilitates the center's family support groups and is involved in many of the numerous education services provided by the center.
- Hollie is a Dementia Care Specialist and has over twenty-eight years of experience in education and working with people of all ages. She has degrees from Southwestern Oklahoma State University, Sam Houston State University, and Dallas Baptist University. She also attended Southwestern Theological Seminary to obtain hours in theology.
- Hollie has been recognized as a national and statewide speaker on topics such as Dementia, Hospice, and Professional and Caregiver Stress. One of the highlights of her career includes getting to meet and speak before First Lady Rosalynn Carter and Senator Elizabeth Dole. She has also written a therapy to be used with patients at the end of life, that focuses on the individual needs of the person and their family.
- Her passion is educating the public and helping families who have a loved one diagnosed with dementia.
- Hollie is married and has one daughter who is following in her footsteps. Joanna graduated from the University of Texas at Arlington in August of 2020 with her Master's degree in Social Work, specializing in hospice care.

Session Purpose & Summary

- Purpose statement:
 - To explore best practices in supporting family members of senior living residents to build trust, manage expectations, and create a team that works together for the benefit of the resident.
- Session Summary
 - Family members advocating for the well-being of their loved one in senior living is necessary and encouraged, especially for the residents who cannot fully participate in their own care. However, there may come a point when a family member has unrealistic expectations of the senior living staff. In this session, an expert in family support services of long-term care will impart best practices in respectful and transparent communication, and how to work collaboratively with family care partners. Teaching methods include interviewing and role plays.

Learning Objectives

- Learning Objective 1 and Content
 - Establish and maintain the expectations of family members and the senior living community.
 - Discuss best practices to set expectations and roles and responsibilities of the senior living community so families know what to expect upon admission and during any transitions or changes in care to residents. Explore ways to support and intervene using family orientation, education, and other engagements.
- Learning Objective 2 and Content
 - Understand how to actively listen to families and recognize best ways to respond.
 - Define and recognize that families are going through anticipatory and ambiguous grief and how their grieving is being communicated in their interactions with staff. Explore ways to respond to misunderstandings and create effective ways to engage families as part of the care team.
- Learning Objective 3 and Content
 - Coach community staff to recognize best courses of interaction and procedures to work with family members.
 - Discuss effective strategies to continually educate staff to identify family members as teammates and best approaches to work with families for the benefit of the resident.

Importance of Family Involvement

- Part of caring for your residents is caring about who and what they care about.
- For most residents and staff family support and interaction have a major influence on physical, mental and emotional health and improves one's quality and general outlook on life.



1st Impressions

- The entire team must understand the role of the first impression.
- Make them feel at home from the minute they walk in the door.
- It is hard to correct a first impression.
- Everyone is on the same page and the team understand the details.





Family Champions: Network of Support from Move-In through all Transitions

- Can be used for marketing
- Used for support and validation
- Choose families to help during times of transition
- Use current and former families

Family Orientation

- Director of Admissions schedules
- It is required as part of the move in process
- It is a hand-off from admissions/marketing to the family liaison (SW, DON)
- Done within 72 hours of move in
- Give overview of all service lines and how each operates
- Discuss care conferences and how the family will be notified of a change in condition and when it is time for a move or for a hospice referral.



Best Practices Through Transitions: Preparing Family for Resident Changes in Care

Rather than calling them “Complaints and Grievances” what if we called them “Challenges and Opportunities”?

Use care conferences as education opportunity: “report cards” care notes comparison from previous meeting

Use tools/assessments(MMSE, Cornell Depression Scale, ADL Scale, and Brief Agitation Rating Scale)-encourage continuing education-encourage to not wait to ask questions (family directed care)

11th Hour Team

- Team of specially trained volunteers that sit with residents during their final hours, to ensure that no one dies alone, and that everyone's death is a sacred transition filled with grace.
- The team member provides companionship by being present and provides support to family members.
- They may sit in silent reflection, play soft music, provide gentle touch, and offer prayers and readings.
- The team creates a peaceful and sacred environment for the resident and family to share their last hours together and say goodbye.



The 5's

- 5 Interdisciplinary Team Members: Nursing, Therapy, Dietary, Life Enrichment, and Social Services
- 5 Daily Care Team Members: Nursing, Dining Services, Life Enrichment, Therapy, and Housekeeping



Keep Communication with Families Consistent

- Not just when there's "news" to be shared
- Be proactive, transparent and positive
- Life enrichment photos-show the good times-send love
- Share happenings in the community
- Welcome new staff





Encouraging Family Engagement

- Schedule “Family & Friend” events-Concerts, dinners, game nights, walking club-make sure the staff and environment is welcoming for them to stay and engage. Send monthly activity calendars, since every engagement can be meaningful for families to be involved in.
- Making family & friend involvement a part of the culture for the well-being of the resident AND the staff.

The Family is a Key Source of Information

- We all want our loved ones to receive the best care...there is a balance of being involved and interfering with care for all residents.
- There can be a disconnect on what I am expecting (or what I assume) in IL, AL, NH living. What is provided and what can really be provided.



How do Ambiguous,
Anticipatory, and
Collective Grief
Influence a Family
Members Behavior?

Different Types of Grief

Ambiguous Grief: Grieving the loss of a loved one that is still living, accompanied by a change in the relationship

Anticipatory Grief: Grief about the future. It includes grief over losses, such as loss of a companion, changing roles in the family, fear of financial changes, loss of dreams, etc.

Collective Grief: When everyone experiences extreme change or loss at the same time.



What does grief look like in families?

- Listen to and respond to the feelings rather than the words. (Active Listening) Many times this will ease a difficult situation.
- Guilt of placement.
- I made a promise
- Progressive terminal disease
- **Easiest emotion is anger**



Family is going through a role/responsibility change, again

- How to have respectful and hard conversations with family about their new role
- Trusting your teammates to “play their part” and family can go back to being the spouse, child, sibling, etc.
- *A Guide to Spending Quality Time with the Elderly* by Eileen Opatz Berger and Joan Berger Bachman
- Know the community resources and ombudsman
- Local Support Groups
- Area Aging on Aging

Train Staff from Day One



- In orientation include How to Talk to Families and What They are Going Through
- The little things (clothes, shave, hair, nails) might be the only thing they have left to do for them. Allow that.
- Staff needs to understand the WHY.
- Role playing and scenarios during orientation.
- What to say or not say when this happens
- Staff needs to know how to acknowledge a misunderstanding, apologize and tell them how they are going to do it differently (it's not complaints and grievances it's challenges and opportunities)



Set Boundaries: Most Behavior is Because of the Situation they are in NOT Because of Anything You've Done

Take time to think through what you can tolerate

Do not allow yourself or your staff to be abused

"I am willing to listen to your concerns and answer your questions as long as you are willing to be respectful."

"The comment you made was inappropriate. I am asking you to discontinue making comments like that or you will need to wait at the door."

"I feel threatened by _____. I am asking you to stop that behavior because it is not appropriate."



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Summary

- The Rule of 7: We must be exposed to information seven times to fully comprehend it.
- From the first phone call they should hear it, on the first tour they should hear it, at admission signing they should hear it, in family orientation they should hear it, etc.
- You are continually building trust.
- Always go back to the goal of care=quality of life! For resident, family, and staff!

The image shows the words "RULE OF 7" written in large, white, hand-drawn letters on a wooden surface. The letters are arranged in two rows: "RULE" on the top row and "OF 7" on the bottom row. The letters have a slightly irregular, hand-drawn appearance with some internal shading or outlines. The background is a light brown wooden surface with visible grain and knots.

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James L. West is a faith inspired, not-for-profit organization serving persons impacted by dementia. As a trusted expert, we provide personalized, innovative care and support for families, as well as specialized education for caregivers, healthcare professionals and the community at large.

Residential & Respite Care

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