



HammondCare

*We are passionate about improving the
quality of life of older people in need*

Special Care Program

Meredith Gresham, Research Manager

on behalf of the managers and staff of the Program



HammondCare

Why a Special Care Program?

- Hogan: The Review of Pricing Arrangements in Aged Care (2004)
- Severe and Persistent Challenging Behaviour Project (2004)
- National Framework for Action on Dementia (2006)
- Summary Report: The management and accommodation of older people with severely and persistently challenging behaviours (2006)
- The **mission** of Hammond Care: to help people with the least capacity to help themselves.

Origins of the SCP...

How does it fit in?

NSW Health's Service Plan for Specialist Mental Health Services for the Older Person utilises the severe and persistent challenging behaviours model.

The model has four levels:

1. Behavioural Assessment and Intervention Services (BASIS)
2. Special residential aged care service packages
3. Interim assessment and treatment facilities
4. Intensive care behavioural unit

The model is based on a hierarchical series of interventions.

The SCP fits in under the third level of this model.

What are the Objectives of the Program?

- To achieve better quality of life and clinical outcomes for older people with complex and severe behaviours.
- To improve access to residential aged care services for this target group.
- To create a model of excellence in residential aged care for intensive behavioural care.

Where do SCP residents come from?



- Potential residents are identified from a variety of sources.
- Potential residents are jointly assessed by Aged Care Psychiatry staff from Braeside hospital and Hammond Care staff.

What is the Admission Criteria for the SCP?

- ACCR
- Generally older people
- Case by case basis
- Ambulant
- Clinical presentation:
 - Dementia with severe challenging behaviours characterised by symptoms such as unpredictability in mood and behaviours, abusive to staff and other residents, sexually disinhibited behaviour, low frustration tolerance levels
- **Unable** to be managed well within usual care arrangements

Exclusion Criteria

- Requires acute inpatient medical or psychiatric care
- Violent (unacceptable threat to the safety of staff or other residents)
- Suicidal behaviour

Two Stage Program



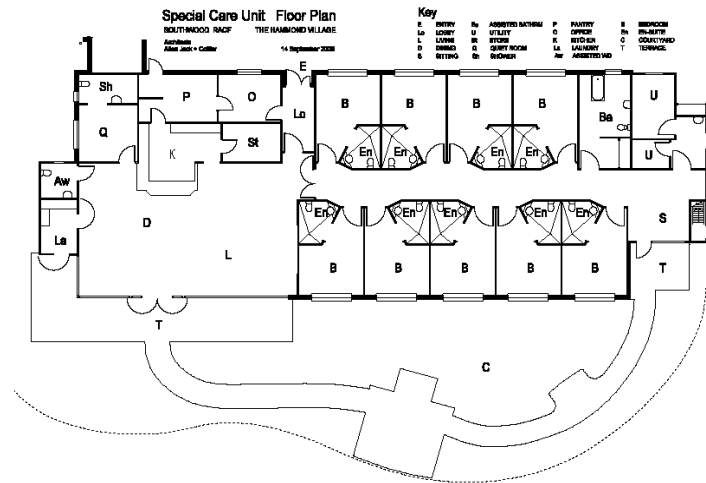
- Special Care Unit (SCU)
- Supported Internal Relocation Program (SIRP)

Special Care Unit

Interim residential accommodation is provided in Linden, one of six cottages that make up Southwood, a dementia-specific high-care facility.



Linden is purpose built for older people living with severe and persistent challenging behaviours.



Special Care Unit Design



Special Care Unit Design

Linden cottage is small and has all the features of a domestic home.

Unwanted stimulation that can provoke agitation is minimised. Features essential to independence are highlighted.



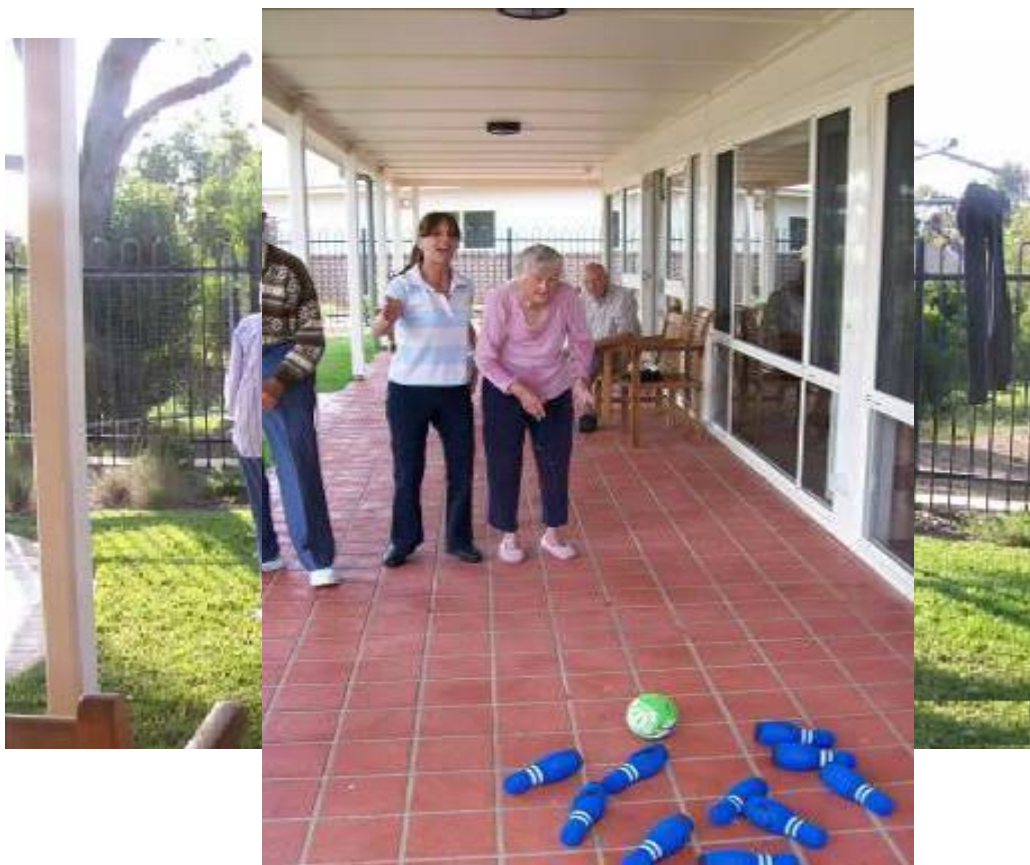
Engaging in Activities of Daily Living



The domestic design of Linden encourages residents to be involved in day to day tasks and activities.

Retained skills and knowledge are used and self esteem is affirmed.

Enjoying Life



Residents are encouraged to take part in activities they enjoy...

Lying on the grass, visiting the duck pond, playing (“modified”) darts, feeding the birds, bowling with others...

Supported Internal Relocation Program (SIRP)



The SIRP is an eight place program individually tailored to support SCU residents to successfully transition to a permanent Hammond Care bed.

Case Study: Mrs Corte

John Nadjarian

Special Care Program Manager

Partnership with Older Peoples' Mental Health Services

A key component of the Program is Hammond Care's partnership with Specialist Mental Health Services for the Older Person.

Weekly case conferencing provides specialist care for residents with complex needs. This ensures development of comprehensive, individualised care strategies.

Use of psychotropic medications has decreased and psychosocial approaches are developed to respond to each individual's unique needs.

Staff

Staff in Linden are consistent and are committed to the goals of the Program. Staff self-elect to work in the Program.

Staff receive specialist training in mental health and behavioural management.

The program has enhanced staffing. In addition to a manager, there are:

- two care staff at all times
- psychology and
- OT/other allied health support is provided as needed.

- Specialist mental health service input is provided through the weekly case conference. Provision is made for on-call service.
- Usual aged care GP service.

8 months on...

- 8 current SCU residents
- 1 resident completed the program and successfully transitioned to hostel.
- 1 resident is currently on the SIRP
- 3/8 residents in Linden are on a “pre-SIRP program”, awaiting vacancy in a cottage identified as best person-environment fit.

Conclusion...



- Are we filling a gap?
- Ongoing external evaluation
- Thanks to:
 - Dr Kate Jackson
 - Dr Claire Jones and staff of Braeside hospital
 - Manager and Deputy Manager of Southwood Joy Robinson and Paula Pearce
 - Manager of the SCP John Nadjarian and all the staff of Linden cottage