



# BCS-George Forbes House RESPECT... dementia care framework & philosophy

**Sally Pink**  
Executive Care Manager,  
BCS-George Forbes House  
Baptist Community Services NSW & ACT  
Email: [spink@bcs.org.au](mailto:spink@bcs.org.au)

  
**Your Care | Our Passion**

## BCS-George Forbes House

- 55 Bed Hostel
- 30 Bed Dementia Specific Unit
- Low Care with Aging in place
- On-site kitchen, laundry and maintenance
- Regional NSW
  - (next to a 'small' country town called Canberra)





**Dementia Care**  
Philosophy

**R**espect  
Each individual with dementia is unique, loved by God and worthy of respect, dignity and inclusion in the community

**E**nable  
Each individual's quality of life will be enhanced by maximising his/her self-esteem, self-expression, choice, abilities, purpose, activity and meaning in daily living

**S**afety & Security  
Each individual's safety and feelings of security will be supported using a least restrictive approach

**P**erson Centred  
Care and support provided will be individualised, flexible and creative, focussed on each individual's abilities, backgrounds, likes and changing needs

**E**nvironment & Equipment  
The care environment and technologies will support and enrich the comfort, autonomy and quality of life of each individual living with dementia whilst ensuring safety

**C**ommunication  
Quality interactions are a critical part of supporting and caring for an individual living with dementia

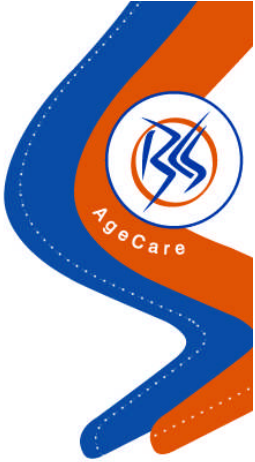
**T**eamwork  
A partnership approach between individuals with dementia, their family and friends and care-providers will drive quality care.

**Purpose:**  
Our Dementia Care Philosophy is the cornerstone to supporting and enabling the wellbeing, independence and safety of individuals with dementia. It aims to deinstitutionalise dementia and drives, motivates and inspires us to focus on the person with dementia and their families in ensuring the planning, delivery and evaluation of compassionate, ethical, flexible and creative care that responds to changing individual needs.

*BCS is committed to quality care for individuals with dementia, carers and families. We believe that RESPECT is the cornerstone to quality care of individuals with dementia*


Basildon Community Services NHS & CC  
Tel: 01709 333331 Fax: 01709 333331  
388 Chatterbox St Epping N9 9JF

**RESPECT identifies important aspects in care and support for people living people dementia**



**Your Care | Our Passion**

# An example...



**Respect**

Each individual with dementia is unique, loved by God and worthy of respect, dignity and inclusion in the community

**R** Brainstorms

1. Have you ever been treated without respect? **How did it make you feel?**
2. What can you do **each day** with **each client** to show you respect and value him/her as a unique person?
3. How can you involve each client respectfully in the community?

Write good care practice ideas on light bulbs and stick on the wall around the letter 'R'

**R**  
**Respect**



# Content and Process

- i. Warm-up/Ice Breaker
  - Experiential learning to ‘set the scene’
    - Public disagreement with a staff member prior to session
    - Eating cereal with fork and my choice of milk
    - ‘Cup of tea’ decision-making chain
    - Changing footwear



## Content and Process (cont')

### ii. Brainstorm/Workshop

- Initial feedback about their experience of warm-up
- Work through the session questions
- Write ideas on 'light globes'
  - NB: The 'light globes' were then stuck to a wall where all can read and think further



## Content and Process (cont')

### iii. 'Homework'

- Partner up
- Identify a resident you do not know very well and tell each other their name
- During the week, spend time with that resident and tell your partner and your supervisor what you have learnt about the resident. Write it in the appropriate place in their notes.



# Results

- 35% reduction in resident incidents
- Cultural change
  - ‘their home not our workplace’
- ‘Meaningful’ involvement
  - Assisting with the laundry
  - Assisting with making scones/sausage rolls
  - Gardening
  - Exercises
  - Cognitive activities
  - Entertainment
- CALD language skills
- Specific individualised care
  - eg use of school bell at mealtime for ex-teacher



## Outcome

*“The RESPECT philosophy has created a small but delightful problem...keeping up with clinical initiatives generated by staff. I am in awe of our staff and their creativity. They have taken person centred care and deployed it with fantastic effectiveness. ...The benefit for staff is clear...they tell me that it is making their work much easier and the residents much happier”.*

**For further information...  
Marleina Hoschke  
mhoschke@bcs.org.au**

