

## **Unit 37: Understand and Implement a Person-Centred Approach to the Care and Support of Individuals with Dementia**

<b>Unit code:</b>	DEM 204
<b>Unit reference number:</b>	F/601/3683
<b>QCF level:</b>	2
<b>Credit value:</b>	3
<b>Guided learning hours:</b>	21

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### **Unit summary**

This unit is aimed at those who provide care and support to people who have dementia in a wide range of settings. It requires the demonstration of knowledge and skills in planning and delivering support to meet an individual's identified and agreed abilities and needs, in order to reflect the person-centred approach.

**This unit forms part of the Dementia pathway within the Edexcel Level 2 Diploma in Health and Social Care (Adults) for England (QCF).**

### **Forbidden combinations**

Learners taking the Edexcel Level 2 Diploma in Health and Social Care (Adults) for England (QCF) must not take this unit with:

Unit 14: The Person-Centred Approach to the Care and Support of Individuals with Dementia (DEM 202, H/601/2879).

### **Assessment requirements**

Units need to be assessed in line with the Skills for Care and Development QCF Assessment Principles.

### **Assessment methodology**

Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

## Content

### 1 **Understand the importance of a person-centred approach to dementia care and support**

*Defining the approach:* the individual at the centre of the planning process, eg involved in deciding their own care and support; recognising the hopes, wishes and dreams of an individual; application of Rogers' growth-promoting climate and core conditions of honesty, unconditional positive regard and empathy; Maslow's Hierarchy of Needs; matching staff to individuals to develop rapport; defining the needs and wishes of the individual; promotion of choice; promotion of independence; safeguarding

*Reasons for the approach:* promoting a sense of agency; recognition of personhood; maintenance of self-identity; maintenance of self-respect and dignity of the individual; promotion of quality of life; promotion of wellbeing; promotion of independence; utilising remaining skills; promoting a sense of control; use of the individual's strengths to promote independence; focusing on the whole person

### 2 **Be able to involve the individual with dementia in planning and implementing their care and support using a person-centred approach**

*Use of personal information:* to promote mental stimulation and maintain memory; develop positive relationships; develop trust; maximising independence; avoidance of behavioural triggers

*Communication:* use of individuals' preferred methods; use of aids, eg advocacy, technology; English as an additional language; communication techniques, eg calm and positive facial expressions, use of short sentences, allowing time to process, avoiding direct questions, not contradicting the individual, use of active listening skills, responding to non-verbal communication, making eye contact, appropriate use of touch, respecting personal space; use of reflection to ensure understanding and assess emotional response

*Identifying and managing risks:* providing clear information about available choices, in context; monitoring responses; obtaining feedback on the support and care; consideration of other factors when meeting with the individual eg time of day, fluctuation of mood/condition, impact of medication; arranging the environment to maximise communication; balancing rights and risks; use of assistive technologies to minimise risks

*Provision of opportunities:* involvement of family, friends, partners and professionals; use of life histories/biographies; involvement in daily activities and routines to promote a sense of purpose and self-esteem; reference to support and care plan; recognition of culture; recognition of beliefs; use of preferred language; involvement of outside agencies eg faith settings, interests and hobbies

### **3 Be able to involve carers and others in the care and support of individuals with dementia**

*Involvement of carers and others:* carer eg partner, family, friends, neighbours; others eg care worker, colleagues, managers, social workers, occupational therapists, GP, speech and language therapist, physiotherapist, pharmacist nurse, psychologist, admiral nurse, IMCA, CPN, dementia care advisors, advocates, support groups; showing respect; providing a welcoming environment; providing information in preferred language, large print; provision of independent interpreters; active listening; encouragement of involvement; listening to the views of carers; provision of emotional support; recognising difficulties experienced by carers; links with voluntary organisations eg Alzheimer's Society, Age UK; development of positive relationships; regular communication; attendance of carers at planning meetings; involvement of others, eg social workers, nurses, admiral nurses, speech and language therapists, physiotherapists, occupational therapists; a multi-disciplinary/inter-agency approach; sharing information; boundaries and confidentiality; accurate record-keeping

## Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand the importance of a person-centred approach to dementia care and support	<p>1.1 describe what is meant by a person-centred approach</p> <p>1.2 describe how a person-centred approach enables individuals with dementia to be involved in their own care and support</p>			
2 Be able to involve the individual with dementia in planning and implementing their care and support using a person-centred approach	<p>2.1 explain how information about personality and life history can be used to support an individual to live well with dementia</p> <p>2.2 communicate with an individual with dementia using a range of methods that meet individual's abilities and needs</p> <p>2.3 involve an individual with dementia in identifying and managing risks for their care and support plan</p> <p>2.4 involve an individual with dementia in opportunities that meet their agreed abilities, needs and preferences</p>			
3 Be able to involve carers and others in the care and support of individuals with dementia	<p>3.1 explain how to increase a carer's understanding of dementia and a person-centred approach</p> <p>3.2 demonstrate how to involve carers and others in the support of an individual with dementia</p>			

Learner name: _____	Date: _____
Learner signature: _____	Date: _____
Assessor signature: _____	Date: _____
Internal verifier signature: _____ (if sampled)	Date: _____