



Cognitively Complex Care Program

Personalized dementia care in a supportive setting

Welcome to the Cognitively Complex Care Program

The Cognitively Complex Care program provides specialized care to residents who have Alzheimer Disease and other related dementias. The term dementia describes a group of progressive, irreversible symptoms caused by the impact of disease on the brain. While each person is unique and will experience dementia in their own way, symptoms typically include problems with a person's ability to understand, remember and communicate.

The program is designed to create a sense of home, community and family. Carewest follows the Supportive Pathways philosophy. The word "Supportive" is important because each person with dementia will need ongoing support. "Pathways" was chosen to reflect each person's and family's unique journey through the disease process, which results in differing pathways of care. Our goal is to work with the resident and family to determine the best way to allow for dignity, independence and individualized care. Family participation is valued in all aspects of the program. The program is not just an approach to work; it's a philosophy of care.

The Cognitively Complex Care program is available at Carewest Rouleau Manor (August 2011), Carewest George Boyack, Carewest Colonel Belcher and Carewest Signal Pointe. In 2004, the program was chosen by Alberta Health and Wellness as the provincial leader in dementia care training.

GOALS OF COGNITIVELY COMPLEX CARE

Staff have special skills, knowledge and attributes that will support the resident.

Potential staff members are carefully selected for interest and ability to care for residents with dementia. All staff receive education designed to teach up-to-date information about dementia, communication, dealing with difficult behaviour and how a person's surroundings and living environment affect their well-being.

The program provides care designed for each individual and considers all aspects of a person's needs – physical, social, psychological, cultural and spiritual. Care is provided in a homelike environment with an emphasis on providing optimal quality of life.

To meet this goal, your help is needed. You are encouraged to make the resident's room homey and comfortable. You may wish to bring small furniture, pictures and photographs (copies of photos in case of loss), ornaments, non-toxic plants, bed throws and cushions from home. Please check the room dimensions to see what will fit best.

The Cognitively Complex Care program is designed to help the resident feel successful, socially involved and supported in the environment. And to encourage independence while providing safety and security. At Carewest, we follow a least-restraint policy. Residents move about the environment freely and articles may find their way into another room. For this reason, we ask that you not bring any valuables or irreplaceable items. All articles should be well labeled so we can return them to their rightful owner.

We ask you to help us get to know the resident as an individual. Care staff will ask you to complete a "Getting to Know You" sheet. This enables staff to provide care that incorporates the preferences and habits of the person. If you have been the caregiver, please share your knowledge and experience with us. We value your expertise!

We try to help the resident feel safe and comfortable and support them in their view of the world. We will encourage the resident to get up when they wake naturally and will try various care strategies rather than force things on a resident who may be resistive. We aim to make all aspects of care therapeutic. Staff may reminisce with the resident while bathing them or taking them for a walk. Residents are encouraged to participate in all aspects of their daily life. This may include making their bed or washing the dishes if they wish. In addition, there will be large and small group activities as well as outings offered. This is the resident's home and we promote an atmosphere of family living.

Family will be welcomed and encouraged to be as involved as they wish. Family partnership and a spirit of community is an important part of our program. We encourage you to visit when you can. If there are aspects of care you would like to continue to provide, please discuss this with the staff and we can work together. Families will be invited to attend care conferences, which are held approximately six weeks following admission, then annually or more often if required. We want you to feel comfortable interacting with the staff. Children are welcome and appreciated by all residents. We welcome visits from pets on leash. Visitors are encouraged to join in recreation activities and to use supplies such as games, books and music available to residents.

Moves to other facilities

At times, situations may arise when resident care requirements exceed the resources available at the individual centre. On occasion, it may be necessary to transfer the resident to another level of care within the centre or outside the centre. As part of the team, you would be involved in the discussion and planning the move.

