



Residential Dementia Care - Training and QA Accreditation



Senti - The Ethos

The Senti care planning methodology is based around the lives of real people with very different needs:-

- **Ethel** is a patient with full possession of her faculties who can communicate effectively, but because of her terminal condition is totally dependent for her every need
- **Geoff** has had a significant loss of brain function but can be observed to lead a full life within the limitations of his disability.
- **Marie** is being cared for in a residential care home as she nears the end of her life - a Case Study illustrates how her care is changed by family and care staff observations.

Illustrations from real peoples' lives focus staff on providing tangible evidence that they are concerned with people and use the needs of patients as the primary driver in identifying and implementing improvements.

Licensed Support

Registered Managers are licenced annually to use the Senti model in conjunction with telephone consultancy in training or QA.

Self-Inspection

Registered and Provider Managers are furnished with evidence which has been audited by dementia care teams using 'daily observation logs' and the 'Marie' model audit.

These audits are part of a well-organised self-assessment audit programme:

- It starts with training to improve basic care and leadership skills.
- It involves the systematic application of communication and observation processes
- It's achievements are benchmarked with:
 - Credible survey evidence
 - Good Practices linked to NMS Standards.

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Sustaining Dementia Care Delivery

Senti is a unique methodology that supports quality training and change management and which uses the preferences and experiences of home's residents, relatives and staff to build up a picture of the actions required to enhance care performance and quality within their home.

Senti Quality Assurance is simple to implement and designed specifically for use by all care workers in the residential care sector. It includes:

- A user manual - implementing a quality system
- Templates to complete surveys and an analysis support framework
- 'Listening' satisfaction statement templates
- The 'Ethel' and 'Geoff' care-planning framework and the 'Marie' Case Study to profile/audit the care of Frail and Vulnerable Adults including those with Dementia
- Managers and staff good practice audits linked to National Minimum Standards
- Distance learning coaching and training help-line.

Dementia Care Training/Facilitation

Senti is introduced into homes with an on-site training session, which includes practical examples and exercises in completing profiles:

- Groups of staff together complete profiles for residents
- Individual staff complete audits showing that the identified needs of a resident have been recorded in the home's 'daily observation log'
- The in-house leader/facilitator supports staff as they complete profiles/audits and sustains ongoing quarterly audits of care delivery.

Training and Satisfaction Survey Support

Staff work towards Senti Vocational Qualifications (SVQ) and the Senti Quality Accreditation. Locality trainers and administrators help them:

- To implement change using tried and tested coaching techniques
- To regularly measure survey feedback from Residents and Relatives.

Staff surveys are confidentially analysed by DBA.

The DBA help-line/certification service

Green Band and Green ★'s endorsements are awarded for:

'Leadership' and **'sustained'** use of the 'Ethel' and 'Geoff' Communication/Observation care models. Survey satisfaction levels – for residents who can communicate effectively, for relatives and for staff.

Outcomes and Benefits

Senti demonstrates that:-

- Patients that can communicate effectively are cared for in a dignified and respectful way
- Patients with confusion, memory loss or dementia are cared for as unique people.

Patient outcomes are improved by:

- Basic training for supervisors and committed staff to work as a dementia care team
- Recording an improved level of patient care achieved.

Costs are reduced by:

- Putting a higher priority on training staff to deliver inspectable dementia care records
- Cascading knowledge and skills to new staff
- Meeting value based National Minimum Standards (NMS) with SVQ evidence.