



## Important information for trainees

People assessed as competent in this unit standard are able to:

- Provide person-centred care when supporting a person living with dementia.

## Special notes

- 1 The performance of all elements of this unit standard must comply with any relevant cultural or legislative requirements including the rights and responsibilities of people receiving services or supports as outlined in the:
  - a Health and Disability Commissioner (The Code of Health and Disability Services Consumers' Rights) Regulation 1996
  - b SNZ HB 8134.1: 2001 Health and Disability Sector Standards (Residential) Audit Workbook
  - c Ministry of Health, Health and Disability Safety Standards 2004
  - d SNZ HB 8134.5: 2005 Health and Disability Sector Standards – Proposed Audit Workbook and Guidance for Residential Services for People with Dementia
  - e SNZ HB 8163: 2005 Indicators for Safe Aged-Care and Dementia-Care for Consumers
  - f SNZ HB 8134.6: 2006 Best Practice Guidance for Community Services for People with Dementia and Proposed Audit Workbook
  - g Protection of Personal and Property Rights Act 1988
- 2 The performance of all elements of this unit standard must accord with the philosophy of person-centred care (see definition below). Examples of person-centred care include the models that are described in the following references: Kitwood, Tom, *Discover the person not the disease* (1993) *Journal of Dementia Care* Vol 1, Issue 1, pp 16-17; T.M. Kirkwood and Sue Benson (eds.), *The New Culture of Dementia Care*. (London: Hawker Publications, 1995).
- 3 In this sector, support given to a person should be given in a manner that maximises the independence of that person.

Support must be appropriate to the needs of the person and utilise existing strengths and, wherever possible, optimise the use of the local community. Performance of the elements of this unit standard must fit within these broad parameters.

- 4 **This unit standard cannot be assessed against in a simulated environment.** It is required that people seeking credit for this unit standard demonstrate competence and be assessed in the workplace. **Support must be demonstrated and verified by a suitable person such as a Nurse Manager, approved Workplace Assessor, Registered Nurse or approved Workplace Verifier.** People seeking credit for this unit standard may be in paid or unpaid employment, or on placement in a service provider workplace negotiated by an education provider. **Assessment evidence for this unit standard must be based on a person with dementia. The person with dementia must be diagnosed with dementia by a medical practitioner.**
- 5 An ability to integrate theory with practice in the workplace must be demonstrated. This will call for a variety of modes of assessment and forms of evidence to show consistency of performance across a range of situations.
- 6 Definitions
  - a **Dementia** is a term that covers a group of different illnesses with a progressive and irreversible loss of mental functioning resulting in decline of the person's ability to think, reason and remember. A feature of dementia is the individual and changing nature of the cognitive, functional, behavioural and psychological effects that occur.
  - b **Person centred care** is care that focuses on relationships, communication and individuality of the person living with dementia. It also focuses on the needs, feelings and abilities that are retained by the person living with dementia.

- c **Organisation’s policies and procedures** are the policies and procedures of the employing organisation of the employee, and include ethical codes, standards and requirements of any other organisations involved.
- d **Service Delivery Plan** in the context of this unit standard is a generic term used to cover the individual plans that are developed by service providers with consumers and their families/whānau for service delivery. Different service providers may use different terms. A Service Delivery Plan is interpreted and implemented in accordance with the requirements of the plan and will recognise the consumer as the central focus. A Service Delivery Plan may specify such things as services to be provided to support activities of daily living, equipment used, food preferences, and instructions on maintaining a safe environment. The consumer’s choices and rights, and how these determine the consumer’s independence, rehabilitation, recovery and support are paramount to the implementation of a Service Delivery Plan. The Service Delivery Plan will also provide an outline of the tasks to be performed by the support worker for the consumer in all health and disability settings.

## References

- Careerforce workbook – 23921 V1 Provide person-centred care when supporting a person living with dementia.
- Organisation’s policies and procedures.

## This trainee assessment portfolio contains

- Important information.
- Workplace verification.
- Feedback form.
- Assessment record sheet.

## Instructions

- Attach all written material to this trainee assessment portfolio.
- Read through the checklists for the workplace verification tasks; if you can confidently tick all the boxes then you are ready to be assessed.
- Your performance of the activities needs to be completed in a professional manner which shows the assessor/verifier that you have a full understanding of all that is involved. The assessor/verifier may require you to perform the tasks on more than one occasion to ensure that you have demonstrated sufficiency of performance.
- Please give this trainee assessment portfolio to your assessor so feedback and comments can be provided.
- On completion the results will be processed and sent to Careerforce for registering on the National Qualifications Framework.
- Should you require assistance with any aspect of the assessment, please discuss this with your assessor.

## Overview of assessment

Activity	Description	Unit Standard
Workplace Verification Task One (Grey)	Providing person-centred care when supporting a person living with dementia.	Element 1

# Workplace verification

## Task One – Providing person-centred care when supporting a person living with dementia.

### Notes

- 1 This workplace verification needs to be completed in accordance with the organisation's policies and procedures.
- 2 You must demonstrate awareness of the holistic components involved in supporting a consumer in his/her unique environment.
- 3 You will be observed by a verifier while carrying out supporting a person living with dementia.

### **You need to demonstrate supportive interactions in two different situations with a person who is living with dementia.**

The observations may be carried out at different times if this is most suitable for the consumer.

The situations could be:

- 1 Supporting a consumer within a facility.
- 2 Supporting a consumer to carry out tasks within his/her own home.
- 3 Supporting a consumer involving two care situations, for example: food preparation, feeding, bathing.
- 4 Other assessor approved situation.

Please identify location/facility where this assessment has been completed:

The verifier is (circle one of the following):

Nurse Manager, Registered Nurse, approved Workplace Assessor, or approved Workplace Verifier.

Verification:

I verify that the person being supported has dementia which has been diagnosed by a medical practitioner.

I verify that I observed the trainee supporting a consumer who is living with dementia.

Verifier signature:

Date:

This checklist must be completed by the assessor/verifier.		
1	<p>This supportive interaction must be in accordance with the person's Service Delivery Plan (please refer to the definition given in the Special notes), and the changing needs and abilities of the person with dementia (1.1).</p> <p>Demonstrate how you interact supportively in each of the following areas:</p>	<p>Tick when competent</p>
	<p>The environment (e.g. seating, bedding, temperature, lighting)</p>	<p>Explanation of changing needs and abilities (where relevant) <input type="checkbox"/></p> <p>Demonstration <input type="checkbox"/></p>
	<p>Physical factors (e.g. health, vision, hearing, mobility, etc)</p>	<p>Explanation of changing needs and abilities (where relevant) <input type="checkbox"/></p> <p>Demonstration <input type="checkbox"/></p>
	<p>Social factors (e.g. family/whānau, general socialisation issues, etc)</p>	<p>Explanation of changing needs and abilities (where relevant) <input type="checkbox"/></p> <p>Demonstration <input type="checkbox"/></p>
	<p>Spiritual factors (e.g. issues of faith and belief, other matters of spirituality, etc)</p>	<p>Explanation of changing needs and abilities (where relevant) <input type="checkbox"/></p> <p>Demonstration <input type="checkbox"/></p>
	<p>Emotional factors (e.g. depression, delirium, general state of mind, etc)</p>	<p>Explanation of changing needs and abilities (where relevant) <input type="checkbox"/></p> <p>Demonstration <input type="checkbox"/></p>

cont.

1	Cultural factors (e.g. age, gender, ethnicity, etc)	Explanation of changing needs and abilities (where relevant) <input type="checkbox"/>	Demonstration <input type="checkbox"/>
	Cognitive factors (e.g. response to verbal and non-verbal communication, etc)	Explanation of changing needs and abilities (where relevant) <input type="checkbox"/>	Demonstration <input type="checkbox"/>
	Other	Explanation of changing needs and abilities (where relevant) <input type="checkbox"/>	Demonstration <input type="checkbox"/>

**Note:**

It may not be possible or necessary for you to physically demonstrate assistance in all areas of changing needs and abilities. In this case the verifier may ask additional questions to confirm what support you would normally offer to the consumer. The verifier should note the responses given.

This checklist must be completed by the assessor/verifier.		
2	<p>Demonstrate each of the following communication skills during your interaction with the person living with dementia (1.2).</p> <p>This communication interaction must be in accordance with the person's Service Delivery Plan (please refer to the definition given in the Special notes), and the changing needs and abilities of the person with dementia.</p> <p>During the interaction was there evidence that you demonstrated all of the communication skills?</p>	Tick when competent
	Use of simple, clear, step-by-step, verbal instructions	<p>Explanation of changing needs and abilities (where relevant)</p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">Demonstration</p> <p style="text-align: center;"><input type="checkbox"/></p>
	Use of simple, clear, step-by-step, non-verbal instructions	<p>Explanation of changing needs and abilities (where relevant)</p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">Demonstration</p> <p style="text-align: center;"><input type="checkbox"/></p>
	Avoidance of coercion and patronisation	<p>Explanation of changing needs and abilities (where relevant)</p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">Demonstration</p> <p style="text-align: center;"><input type="checkbox"/></p>
	Promotion of wellbeing and minimisation of stress and anxiety	<p>Explanation of changing needs and abilities (where relevant)</p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">Demonstration</p> <p style="text-align: center;"><input type="checkbox"/></p>
	Use of face-to-face individualised approach to achieve partnership and participation	<p>Explanation of changing needs and abilities (where relevant)</p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">Demonstration</p> <p style="text-align: center;"><input type="checkbox"/></p>

**Note:**

It may not be possible or necessary for you to physically demonstrate assistance in all areas of changing needs and abilities. In this case the verifier may ask additional questions to confirm what support you would normally offer to the consumer. The verifier should note the responses given.

<b>This checklist must be completed by the assessor/verifier.</b>				
3	<p>Demonstrate each of the following actions and behaviour patterns as you support the person living with dementia (1.3).</p> <p>All support must be in accordance with the person's Service Delivery Plan (please refer to the definition given in the Special notes), and reflect The Code of Rights.</p> <p>During the provision of support you demonstrated all of the following:</p>	Tick when competent		
	Using the consumer's recognised name	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			
	Showing respect for choices made by the consumer	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			
	Respecting the consumer's privacy	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			
	Respecting confidentiality	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			
	Respecting the consumer's independence	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			
	Supporting any expressions of sexuality	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			
	Supporting normal routines	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			
	Other	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Relation to The Code of Rights <input type="checkbox"/></td> <td style="text-align: center;">Demonstration <input type="checkbox"/></td> </tr> </table>	Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>
Relation to The Code of Rights <input type="checkbox"/>	Demonstration <input type="checkbox"/>			

**Note:**

It may not be possible or necessary for you to physically demonstrate assistance in all areas of changing needs and abilities, or in relation to the provisions of The Code of Rights. In this case the verifier may ask additional questions to confirm what support you would normally offer to the consumer. The verifier should note the responses given.

This checklist must be completed by the assessor/verifier.		
4	Explain how the assistance you provide in each of the following areas is in accordance with the person's Service Delivery Plan (please refer to the definition given in the Special notes), and his/her changing needs and abilities; and conforms to the organisation's policies and procedures. Wherever possible you will demonstrate how you provide assistance with the daily living activities (1.4):	Tick when competent
	Personal hygiene cares	Explanation <input type="checkbox"/>
	Grooming needs	Explanation <input type="checkbox"/>
	Urinary elimination	Explanation <input type="checkbox"/>
	Bowel elimination	Explanation <input type="checkbox"/>
	Nutrition and fluid needs	Explanation <input type="checkbox"/>
	Mobility needs	Explanation <input type="checkbox"/>
	Comfort	Explanation <input type="checkbox"/>
	Rest and sleep	Explanation <input type="checkbox"/>

**Note:**

It may not be possible or necessary for you to physically demonstrate assistance in all areas of changing needs and abilities. In this case the verifier may ask additional questions to confirm what support you would normally offer to the consumer. The verifier should note the responses given.

This checklist must be completed by the assessor/verifier.				
5	Demonstrate how you support the person living with dementia to engage in at least two activities related to his/her previous occupation(s), and/or changing needs, and/or abilities, and Service Delivery Plan (1.5).		Tick when competent	
	Notes			
		Daily routines	Explanation <input type="checkbox"/>	Demonstration <input type="checkbox"/>
		Employment	Explanation <input type="checkbox"/>	Demonstration <input type="checkbox"/>
		Hobbies	Explanation <input type="checkbox"/>	Demonstration <input type="checkbox"/>
		Sport	Explanation <input type="checkbox"/>	Demonstration <input type="checkbox"/>
		Social activities	Explanation <input type="checkbox"/>	Demonstration <input type="checkbox"/>
		Family/whānau	Explanation <input type="checkbox"/>	Demonstration <input type="checkbox"/>
		Other	Explanation <input type="checkbox"/>	Demonstration <input type="checkbox"/>

Trainee performance (completed by your assessor)			
Task One	Date	<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Reassessment	Date	<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Comments			

### Assessor/Verifier confirmation form

I confirm that \_\_\_\_\_  
 (the trainee) demonstrated competent and consistent performance, and that the demonstrations were based upon ongoing observation of the trainee during the performance of normal duties.

Assessor Name	Assessor Number
Signature	Date
Verifier Name	
Signature	Date



# 23921 V1 – Provide person-centred care when supporting a person living with dementia

Level 4 Credits 6

## Assessment record sheet

Trainee information			
Name			
Employer			
NZQA/NSI number (ROL)		Date of birth	

Trainee statement of authenticity			
I hereby state that the evidence submitted for assessment is my own work.			
Signature		Date	

Trainee performance summary (completed by assessor)			
<b>Workplace verification</b>			
Task One		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Reassessment		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit

Comments/feedback to trainee			

Assessment result (completed by assessor)			
I have assessed the trainee and confirm:			
<input type="checkbox"/> The requirements have been met to demonstrate competency in 23921 V1.			
<input type="checkbox"/> Further evidence is required to demonstrate competency.			
Name	Assessor number		
Signed	Date		

On completion of the unit standard one copy of this assessment record sheet must be given to the trainee for his/her records and another copy sent to Careerforce so the credit can be registered on the NQF.

Quality Assurance Manager  
Careerforce Ltd  
PO Box 25 255  
Christchurch 8144

# 23921 V1 – Provide person-centred care when supporting a person living with dementia

## Feedback form

**Please help us to improve our trainee assessment portfolio.**

Careerforce is always keen to review its materials to improve the quality of the learning experience. You can help us by telling us what you think of this assessment portfolio and by offering suggestions on ways it can be improved.

When you have answered the questions, please send this page to:

Quality Assurance Manager  
Careerforce Ltd.  
www.cssito.org.nz  
PO Box 25 255  
Christchurch  
Fax (03) 371 9285

What I liked most about the portfolio and why?

What I liked least about the portfolio and why?

Please give your rating of the following topics by ticking the relevant yes, no, or maybe boxes.

Topics or aspects of the content of this document	Yes	Maybe	No
Assessment record sheet is useful.			
Assessment questions are easy to understand.			
Verification tasks are appropriate.			
The assessment portfolio is well laid out and easy to follow.			

Additional comments

Contact details (optional)

Name	Organisation
Telephone	Email

Quality Assurance Manager  
Careerforce Ltd  
PO Box 25 255  
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