

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

Level 4

Credits 6

Purpose People credited with this unit standard are able to provide person-centred care when supporting a person living with dementia.

Subfield Community Support

Domain Community Support Services

Status Registered

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Entry information Open.

Replacement information This unit standard and unit standard 23920 replaced unit standard 17029.

Accreditation Evaluation of documentation and visit by NZQA and industry.

Standard setting body (SSB) Community Support Services Industry Training Organisation Limited

Accreditation and Moderation Action Plan (AMAP) reference 0024

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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 Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996; NZS HB 8134.1 2001 *Health and Disability Sector Standards*; NZS HB 8134.5 2005 *Proposed Audit Workbook and Guidance for Residential Services for People with Dementia*; NZS HB 8163:2005 *Indicators for Safe Aged-Care and Dementia-Care for Consumers*; NZS HB 8134.6:2006 *Best Practice Guidance for Community Services for People with Dementia and Proposed Audit Workbook*; and 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, no 1, pp 16-17; Kirkwood and 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. This can be through paid or unpaid employment, or in placements 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
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.
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.
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.

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, 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.

Elements and performance criteria

Element 1

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

Performance criteria

- 1.1 Supportive interaction with the person living with dementia is provided in accordance with the person's service delivery plan and their changing needs and abilities.
- Range includes but is not limited to – environment, physical factors, social factors, spiritual factors, emotional factors, cultural factors, cognitive factors.
- 1.2 Communication skills used to interact with a person living with dementia are in accordance with the changing needs and abilities of the person with dementia.
- Range includes but is not limited to – use of simple, clear, step-by-step, verbal and non-verbal instructions, avoidance of coercion and patronisation, promotion of wellbeing and minimisation of stress and anxiety, use of face-to-face individualised approach to achieve partnership and participation.
- 1.3 Support provided promotes the person's rights and preferences as outlined in the Code of Rights.
- Range includes but is not limited to – using recognised name, respect for choice, respect for privacy, confidentiality, independence, expressions of sexuality, normal routines.
- 1.4 Assistance with personal daily living activities is in accordance with the person's service delivery plan, their changing needs and abilities and the organisation's policies and procedures.
- Range includes but is not limited to – personal hygiene cares, grooming needs, urinary elimination, bowel elimination, nutrition and fluid needs, mobility needs, comfort, rest and sleep.

1.5 Support assists a person living with dementia to engage in activities related to the person's previous occupations, their changing needs and abilities and service delivery plan.

Range may include but is not limited to – daily routines, employment, hobbies, sport, social activities, family/whānau.

Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the Community Support Services Industry Training Organisation Limited enquiries@cssito.org.nz if you wish to suggest changes to the content of this unit standard.