



DEMMENTIA CARE MATTERS - QUALITATIVE OBSERVATIONAL AUDITS – CODES GUIDANCE SHEET

POSITIVE SOCIAL	POSITIVE CARE	NEUTRAL	NEGATIVE PROTECTIVE	NEGATIVE RESTRICTIVE
<p>Interaction i.e. time spent during the 5 minute period where for the observed group it was principally a 5 minute period of:</p> <ul style="list-style-type: none"> ■ positive social and/or emotional interaction with staff, family, visitors or other people living there involving one of the experiences below or similar: ■ beneficial conversation ■ positive, active companionship ■ increased feelings of well being ■ where a task is turned into an opportunity to connect with someone ■ a time of fun and pleasure ■ an opportunity to reminisce ■ being involved in domestic activity ■ receiving sensory comfort or stimulation ■ being physically close, hugs, hand holding or comforted ■ real choices being offered ■ being offered encouragement, comfort and support greater than is necessary to carry out a task ■ being praised, valued, validated, helped to feel positive about oneself 	<p>Interaction i.e. time spent during the 5 minute period where for the observed group it was principally a 5 minute period of:</p> <ul style="list-style-type: none"> ■ positive personal care with good attention to one's physical and personal care needs but where the interaction is limited to this and not turned into an opportunity for positive social interaction on a broader level involving one of the experiences below or similar: ■ being given a meal with care but without social engagement ■ bathing, medication or toileting needs being identified and offered with brief verbal explanation and encouragement but only that which is necessary to carry out the task ■ helped to stay 'safe' physically but without emotional needs being met ■ preventing someone falling or slipping out of their chair but without addressing real reason for this occurring ■ assisting people with their mobility needs done largely in silence or with little connection using a hoist with someone explaining the functions of the hoist but not attending to emotional anxiety 	<p>Interaction i.e. time spent during the 5 minute period where for the observed group it was principally a period of:</p> <ul style="list-style-type: none"> ■ neutral care with the main experience being one of lethargy, boredom, staring into space, sleeping for more than 30 minutes, or with only brief, indifferent interactions with staff or other people involving one of the experiences below or similar : ■ undirected good morning to everyone in the room ■ comments by staff to everyone where individual responses not expected or responded to ■ putting plates down without verbal or non verbal contact ■ silent personal care provided ■ no attention to boredom, lethargy and where seen as normal ■ where staring into space, sleeping seen as due to external factors i.e heat or due to person rather than actually due to culture of care etc. 	<p>Interaction i.e. time spent during the 5 minute period where for the person with dementia it was principally a period of:</p> <ul style="list-style-type: none"> ■ controlling care where the staff decide what's best for people living there or take this further to actually stopping, preventing, restricting and controlling what people can or cannot do in their own living and dining areas involving one of the experiences below or similar: ■ suggesting people need to wait for something i.e a drink or the toilet etc ■ telling people it's not time for something ■ asking people with a dementia questions that cause panic such as "Don't you remember we just had lunch" etc ■ telling people what not to do – "don't eat that it's been on the floor" ■ telling people off – "don't hit Mrs X that's not nice" ■ being fed or a similar task too quickly ■ being ignored or not responded to 	<p>Interaction i.e. time spent during the 5 minute period where for the person with dementia it was principally a 5 minute period of:</p> <ul style="list-style-type: none"> ■ subtle forms of abuse i.e negative restrictive care where the level of controlling care is such that it is not momentary but embedded culturally in the care setting or staff member with the subtle aim of resisting people's rights, freedom of action and which ignores them systematically as a person involving one of the experiences below or very similar : ■ viewing people as a bother or nuisance ■ talking about 'them' in front of them ■ preventing freedom of movement ■ preventing freedom of expression ■ depriving people of comfort ■ not providing any meaningful content to the day ■ seeing people as 'difficult' ■ verbal or physical abuse