



Dementia-friendly Care Homes

Identifying the best practices in staffing, training
and the physical environment of long-term care
for dementia



Alzheimer Society
BRITISH COLUMBIA





Aim of this research

To identify the best national and international practices recommended / implemented in LTCs for dementia care through:

- (i) Staffing, education, and training and
- (ii) Physical environmental design



Methods

Review and synthesis of grey literature

Number of literature sources

One-hundred-and-fifty-six (**156**) sources identified

Examples of keywords: “*dementia*,” “*staffing*,”
“*environment*,” “*care home*,” “*design*,” “*best practices*”

Forty-three (**43**) sources reviewed

Staffing, Education, and Training (28) +
Physical Environment (15)

Context

Canada: British Columbia, Alberta, Ontario
USA, UK, Australia

Internal documents from three provinces reviewed

Methods

Type	Staffing, Education, and Training	Physical Environment
Provincial - Canada	2	-
Government - US, UK, Australia, etc.	2	-
Regional Health Authority - Canada	5	-
Health Authority - UK, Australia, etc.	-	2
Organizations - Research synthesis	2	-
Organizations - Evaluation	4	3
Organizations - Guidelines	10	9
Organizations - Summary	1	-
Articles in news media	2	1
Total	28	15



Education & Training

Needs and Recommendations

1. Understanding PCC

Care staff and family members should have clear understanding of the **importance and application of PCC** (Bamford et al., 2009)

2. Evidence-based training (Ministry of Health, 2016)

3. Contextualization of training

- PCC training should respond to **issues and challenges faced by staff groups** (Alzheimer's Society, 2007; Bamford et al., 2009)
- Staff training in **cultural competency**
- Training should focus on **family involvement**

(Alzheimer's Society, 2007; Bamford et al., 2009; Ministry of Health, 2016)



Education & Training

Needs and Recommendations

Applying Training to Practice

- Staff need sufficient **time** and **support** from leadership to implement training into practice (Chappell et al., 2014)
- A PCC **facilitator** should be appointed to provide **ongoing** and **follow-up training** in practice (Alzheimer Society of Canada, 2011; Alzheimer's Society, 2007; Chappell et al., 2014; McAiney, 2005)
- Regular **monitoring** and performance **evaluation** should be enforced

(Alzheimer's Society, 2007; Chappell et al., 2014)



Staffing & Care Practices

Needs and Recommendations

1. Staffing levels and supports

- **Higher staff-to-resident ratio**

(Alberta Health Services, 2014; Alzheimer's Society, 2007)

- **Adequate time + wages**

(Alzheimer's Society, 2007; Beynon & Wood, 2017)

- **Multi-skilled workers should be hired**

(Alberta Health Services, 2014)

- Leadership should enable care staff to be **involved in decision-making**

(Alberta Health Services, 2014; Dr. Robert Bree Collaborative, 2017)

- Specialized **dementia care staff** who provide skills training-in-practice

(Alberta Health Services, 2014; Care Quality Commission, 2014; Vancouver Coastal Health, 2017).



Staffing & Care Practices

Needs and Recommendations

2. Consistent Staffing

- Direct care workers should be **consistently assigned**
- No more than 8 direct care workers should be assigned to a resident in a given month (Chappell et al., 2014)

3. Staff Collaboration

Interdisciplinary care meetings should be conducted with all staff groups to foster collaborative problem solving

(Alberta Health Services, 2014; Bamford et al., 2009; Chappell et al., 2014; Vancouver Coastal Health, 2017)



FINDINGS

Physical Environment

- Familiarity & homelikeness
- Physical accessibility
- Safety & comfort
- Orientation & wayfinding
- Privacy and visual accessibility
- Appropriate sensory stimulation



Familiarity & homelikeness

Needs and Recommendations

- Small households with separate dining and activity spaces.
(Alzheimer's Australia, 2004; Fleming & Bennett, 2017; Government of Alberta, 2014)
- Well-defined activity spaces with clearly assigned & stable function
(Alzheimer's Australia, 2004; Chmielewski, 2014)
- Furniture with familiar, identifiable designs
(Alzheimer's Australia, 2014; Department of Health, 2015; Fleming & Bennett, 2017)
- Warm colours and materials in common spaces & neutral colours in bedroom
(Alzheimer's Association, 2006; Chmielewski, 2014; Fleming & Bennett, 2017)
- The exterior of the care home should be homelike (Chmielewski, 2014)



Safety & comfort

Needs and Recommendations

- Vanity mirrors with shutters to avoid confusion
(Centre for Excellence in Universal Design, 2015; Government of Alberta, 2014)
- Doors that are self-closing with frames rendered in contrasting colour
(Centre for Excellence in Universal Design, 2015)
- Optimal natural or artificial lighting
(Chmielewski, 2014; Dementia Initiative, 2013; Government of Alberta, 2014)
- High fence camouflaged with landscaping
(Chmielewski, 2014; Fleming & Bennett, 2017)
- Seating at appropriate intervals along the outdoor path (Alzheimer's Australia, 2010; McAdam & Williams, 2017)



Orientation & wayfinding

Needs and Recommendations

- The unit's floor layout should be legible.
(Alzheimer's Australia, 2004; Chmielewski, 2014; Housing21, n.d.)
- Hallways should be looped & free of dead-ends (Canada Mortgage and Housing Corporation, 2015; Chmielewski, 2014; Housing21, n.d.; Ideas Institute, 2010)
- Familiar landmarks at decision points
(Alberta Health Services, 2014; Chmielewski, 2014; Department of Health, 2015)
- Memory boxes outside residents' rooms and activity spaces.
(Alzheimer's Association, 2006; Chmielewski, 2014; Fleming & Bennett, 2017)
- Consistently coloured doors, signs, walls
(Housing21, n.d.; Study, n.d.)
- Outdoor paths with single entry & raised edge (Alzheimer's Australia, 2010; McAdam & Williams, 2017)



Privacy & visual accessibility

Needs and Recommendations

- Single-occupancy bedroom & bathroom
(Alzheimer's Australia, 2004; Chmielewski, 2014; Fleming & Bennett, 2017)
- Common activity spaces and bathrooms should be visible from the hallway
(Chmielewski, 2014; Department of Health, 2015; Fleming & Bennett, 2017)
- All spaces have clear views of outdoors.
(Alzheimer's Australia, 2010; Centre for Excellence in Universal Design, 2015; Chmielewski, 2014; Fleming & Bennett, 2017; Housing Learning & Improvement Network, 2013;)
- Storage cabinets that provide residents clear visual access of objects.
(Alzheimer's Australia, 2004; Centre for Excellence in Universal Design, 2015)
- Staff station near common area (Chmielewski, 2014)
- Exit doors concealed behind artwork
(Alzheimer's Australia, 2004;; Chmielewski, 2014; Department of Health, 2015; Fleming & Bennett, 2017; Hodges et al., 2007)



Thank you

Contact information

Habib Chaudhury chaudhury@sfu.ca

Kishore Seetharaman kseethar@sfu.ca