



2nd Annual

Roadmap for Caregiving:

Navigating the Nuts & Bolts of Dementia Care

Ten Absolutes

Jo Huey

Patient Family Advisory Council

Johns Hopkins Bayview Memory Center

Jane Marks RN, MS

Associate Director

Johns Hopkins Geriatric Workforce Enhancement Program



Johns Hopkins University

Mrs Moore, 85 y.o., has Alzheimer's Disease (AD). Her daughter lives with her and provides her care.

It is dinner time and her daughter is trying to get her to come to the table to eat.

She tells her daughter that she doesn't want to eat until her mother comes.

The daughter becomes frustrated and starts to respond to her in a louder than normal voice....

“You know your mother has been dead for years, you need to eat, she is not coming”.



1st Absolute

Absolutely Never

Do This Instead

Argue-----Instead-----Agree



Do you think Mrs Moore will get up and go to the table?



What suggestions could we give her daughter?



Johns Hopkins University

Mr. Elliott, 82 y.o., has dementia and lives with his wife. His daughter is over to get him ready for a doctor's appointment that afternoon. She wants to assist him with a shower since he had not had one for 2 days.

He doesn't seem to respond to what his daughter is saying.

"Dad you need to take a shower today, you haven't had one for 2 days and you have a doctors appointment today".



2nd Absolute

Absolutely Never

Do This Instead

Reason-----Instead-----Divert



Johns Hopkins University

Do you think Mr. Elliott will get up and go with his daughter to take a shower?



What guidance or prompts could we suggest to his daughter?



Mr. King, 79 y.o., has dementia and lives with his wife. The family has a male aide, Kevin, come in during the day to assist him and to give Mrs. King time to do things she needs to take care of. Today he is extremely agitated because he cannot find his watch. He insists that Kevin has taken his watch.

His wife responds to him, “How can you accuse Kevin of taking your watch when he is so kind and good to you”!



3rd Absolute

Absolutely Never

Do This Instead

Shame-----Instead-----Distract



Johns Hopkins University

Do you think his wife is going to change his mind about Kevin?



What guidance or suggestions might help Mrs. King?



Johns Hopkins University

Mrs Shell, 90 y.o., has AD and lives with her son and family. She has not been sleeping through the night and is up walking around in her room. Tonight he finds her rooting through her dresser, pulling out her clothes and throwing them on the floor.

Her son approaches and says “Mom you have to go back to bed and get some sleep. We both need sleep!! Who is going to clean up this mess? Tomorrow you won’t want to get up and go to daycare!!”



4th Absolute

Absolutely Never

Do This Instead

Lecture-----Instead-----Reassure



Johns Hopkins University

Do you think Mrs. Shell will go back to bed?



What guidance or suggestions could we give her son?



Johns Hopkins University

Ms. Peters, 86 y.o., never married. She lives in an assisted living facility because her memory has declined and she was diagnosed with dementia, most likely AD. Her younger sister, Mary, comes to visit her regularly and knows that their pastor had been to visit Ms. Peters the day before.

Mary asks Ms. Peters, “Do you remember Pastor Miller being here to visit with you? When did he come, how long did he stay?”



5th Absolute

Absolutely Never

Do This Instead

Say “Remember”-----Instead-----Reminisce



Johns Hopkins University

How do you think Ms. Peters will answer all of her sister's questions?



What other ways could Ms. Peter's sister engage her in conversation?



Bill picks up his Dad every Saturday to go to lunch and take a little ride. When he goes to the assisted living facility, his Dad is dressed in his Sunday best. The nursing assistant tells him that his Dad thinks he is going to Church. She tried to tell him, but he just argues with her, so she stopped. When his Dad sees Bill, he says he is ready for church.

Bill responds to his Dad by saying, “Dad I told you this morning when I called it was Saturday and we were going to lunch and take a ride. The aide also told you, how many times do I need to tell you we are not going to church!”



6th Absolute

Absolutely Never

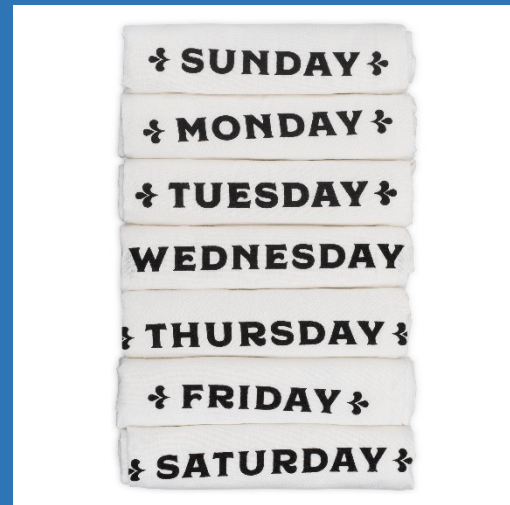
Do This Instead

Say “I Told You”-----Instead-----Repeat/Regroup



Johns Hopkins University

Do you think Bill's Dad will ask about church again ?



What tips might help Bill?

Suzanne stops by her parents' home and her Mom is upset. Her Dad has dementia and he keeps telling his wife that he wants to go home! They have lived in their home for the past 49 years, most of their married life. She just doesn't understand why he is so insistent that she takes him home.

Suzanne gets her Dad's attention and verbalizes that she knows he is upset. He tells her he wants to go home and he is going to have to walk. Suzanne tells her Dad he can't go home because he already is home. She reminds him he has lived there with his wife, her mom, for 49 years and raised their 3 children there together.



7th Absolute

Absolutely Never

Do This Instead

Say “You Can’t”-----Instead-----Do What They Can



Johns Hopkins University

Do you think he will still ask to go home after Suzanne reminds him where he is?



What guidance or suggestions might help Suzanne and his wife?



Johns Hopkins University

Alan came to pick up his Dad for an appointment with the eye doctor. His mother was having trouble getting him dressed. When Alan arrived, his Dad was putting on another pair of pajamas and had a shirt over top. He was looking for his shoes. Alan is frustrated because they will be late if his Dad doesn't get dressed.

Alan goes to the bedroom where his Dad is pacing. He tells his Dad that he needs to get dressed correctly right away, they need to hurry to get there in time. His father says he is looking for his shoes!



8th Absolute

Absolutely Never

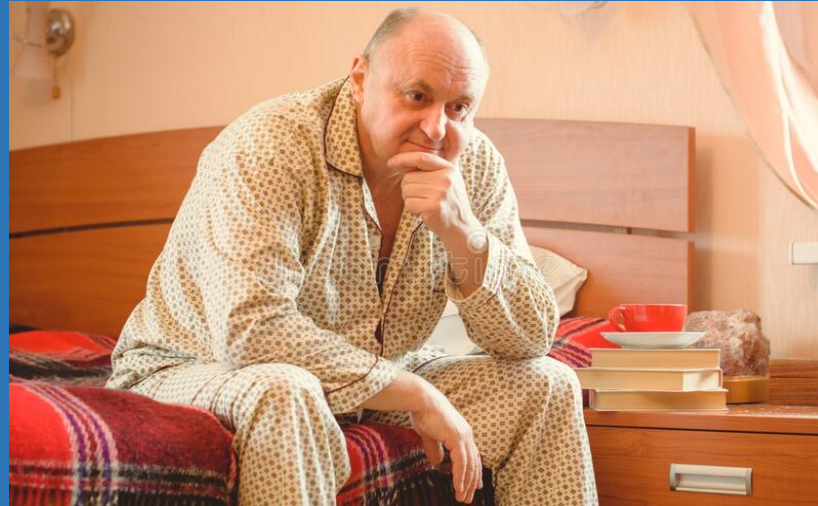
Do This Instead

Command/Demand-----Instead-----Ask/Model



Johns Hopkins University

Do you think his Dad will stop looking for his shoes and get dressed quickly?



What suggestions might help Alan get his Dad ready to go?

Mrs. Jacobs cares for her husband, 78 y.o., diagnosed with dementia. The mornings have become so difficult with getting him up, eating breakfast and getting him to take his medicines. She becomes so frustrated. The family decided it was best to have a trained nursing assistant come in for several hours to help Mrs. Jacobs. Nicole is the CNA and she arrives around 10am. Mr. Jacobs always seems to smile when she comes in. She greets him and holds his hand.

Mrs. Jacobs tells Nicole (as she looks at her husband) that she hopes that he isn't difficult for her today and continues to say he wouldn't eat or take his medications that morning. He is being stubborn! Nicole smiles at Mr. Jacobs while holding his hand and notes she will work with him.



9th Absolute

Absolutely Never

Do This Instead

Condescend-----Instead-----Encourage/Praise



Johns Hopkins University

Do you think Mrs. Jacobs' frustration has impacted her husband's response?



What suggestions could we make regarding his wife's approach to care?



Johns Hopkins University

Mr. Frazier, 81 y.o., was a business man and tends to wander in the assisted living facility where he has lived for the past year due to his dementia. The facility is secured and everyone knows him. One day the administrator's door was open and he wandered in and started going through the papers on the desk. One of the receptionists saw him and was upset he got in.

The receptionist tells him he has to leave, he cannot stay in the room and has to go right now!



10th Absolute

Absolutely Never

Do This Instead

Force-----Instead-----Reinforce



How do you think Mr. Frazier leaves the office?



How could the receptionist respond differently in this situation?



Johns Hopkins University

?s

Comments

If you are on the phone-can leave
?s/comments for Jane at her office



410-550-0926

Johns Hopkins University

TEN ABSOLUTES

by Jo Huey

Absolutely never:

- Argue-----→
- Reason-----→
- Shame-----→
- Lecture-----→
- Say “Remember”-----→
- Say “I Told You”-----→
- Say “You Can’t”-----→
- Command or Demand-----→
- Condescend-----→
- Force-----→

Do this instead:

- Agree
- Divert
- Distract
- Reassure
- Reminisce
- Repeat/Regroup
- Do What They Can
- Ask/ Model
- Encourage/ Praise
- Reinforce

Thank you for your care!!!

Journey to Hope

Save the date

November 14th, 2021

www.hopkinsmedicine.org/psychiatry/specialty_areas/memory_center/