

Best Friends™



This is true when it comes to meeting the growing challenges of Alzheimer's disease and other dementias (neurocognitive disorders).

- In 2013 established a goal to enhance dementia care campus wide and open a new memory care neighborhood in assisted living.
- The **Best Friends™** Approach was identified as a Best Practice and adopted by Moorings Park
 - Key staff members campus wide attended Master Training.
 - Engaged David Troxel as our consultant
 - Created a Best Friends Care Team
 - Established campus wide training

Best Friends™ Project at Moorings Park

- Raising awareness of dementia campus wide.
- Embracing communication, empathy, activities, engagement, Life Story work and relationships.
- Innovating in the area of care partner training.
- **Best Friends™**: A method of care for people with Alzheimer's disease. A comprehensive approach grounded in the understanding that relationships are supremely important in dementia care and require the essential elements of friendship: **respect, empathy, support, trust, and humor.**

The Best Friends™ Approach

- What a person with dementia needs most of all is a friend – a “**Best Friend**.”
- Philosophy developed in the 1980s and 1990s by Virginia Bell & David Troxel.
- A person-centered approach that helps the person feel safe, secure, & valued.
- Teaches staff and families the “knack” of providing great care.
- When a **Care Partner** embraces Best Friends he or she:
 - **Strives to communicate** (as you would with a friend)
 - **Is patient and understanding on the bad days** (as you would with a friend)
 - **Laughs and smiles** (as you would with a friend)
 - **Provides encouragement** (as you would with a friend)
 - **Exercises, listens, talks about meaningful things** (as you would with a friend)



The Dementia Umbrella

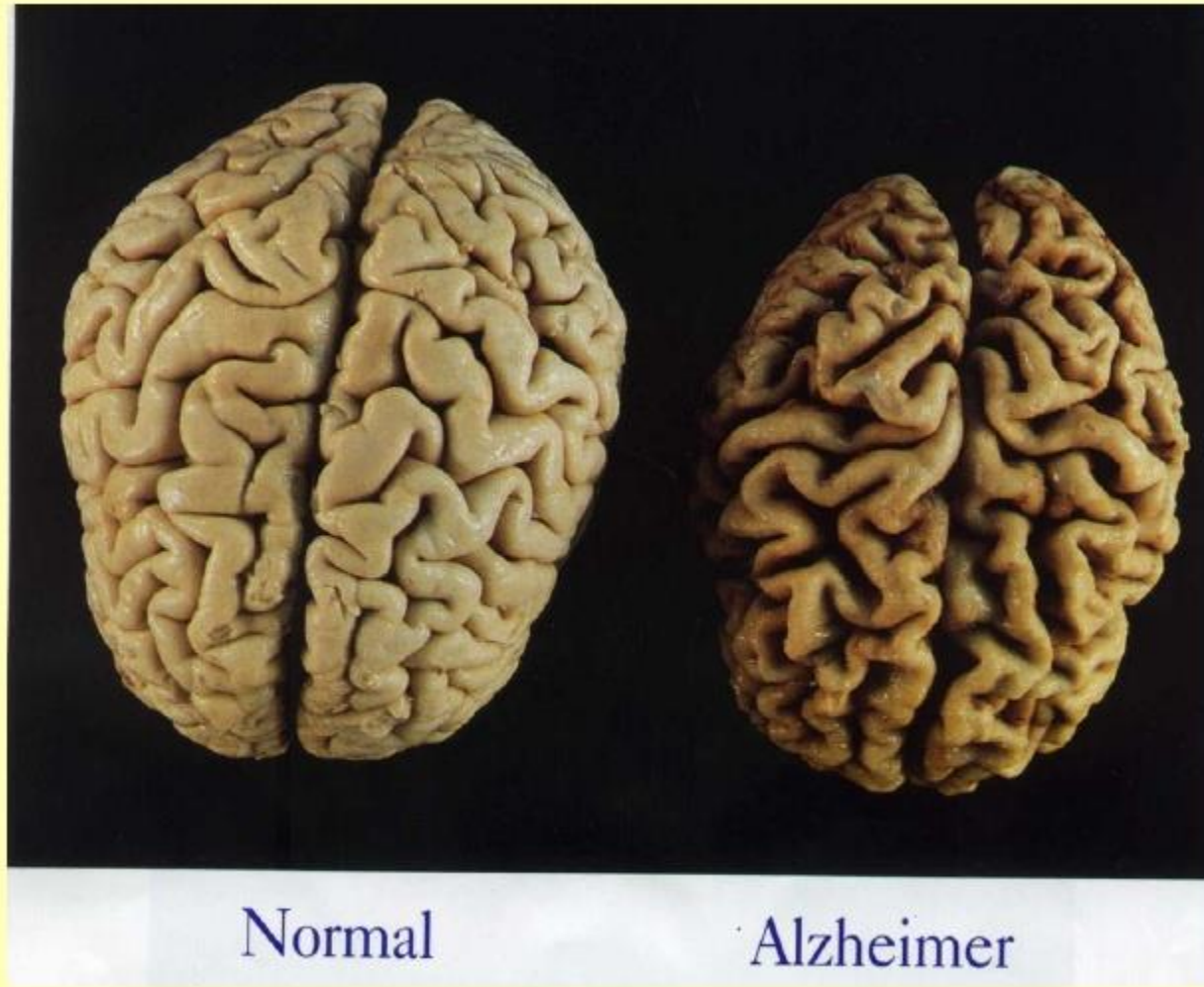
Irreversible

- Alzheimer's disease
- Frontal Temporal dementia
- Lewy body dementia
- Vascular dementia

Potentially Reversible

- Normal-pressure Hydrocephalus
- Vitamin B-12 deficiency
- Infections / hormone / thyroid
- Medication interactions

Alzheimer Visualization



When you create a Best Friends™ culture everything goes better!

Dressing

Showers

Conversation

Participation in activities

Less agitation

Dining

Family satisfaction

Staff morale

Safety/less wandering

Less fights/depression

- Embrace the Life Story
- Maintain a Sense of Humor
- Recognize the Spiritual
- Engage in Life-Affirming Activities
- Think Outside the Box
- Develop “the Knack”

Best Friends™

...with *the Knack*

Knack: The art of doing difficult things with ease or using clever tricks and strategies

Best Friends™ with *the Knack*...

- Smile
- Show patience
- Are flexible
- Communicate
- Ask for an opinion
- Give a compliment
- Give simple choices
- Show respect
- Use the *Life Story*
- Have a sense of humor
- Employ good timing
- Prepare creative activities
- Enjoy being outside
- LOVE!

Why friendship?

- Persons with dementia can be “lost” and “lonely.”
- Being a good friend, involves:
 - Knowing a person’s history and preferences
 - Being empathetic, warm, and loving
 - Communicating
 - Doing things together
- In Alzheimer’s and dementia care, friendship:
 - Allows us to have empathy and to be more understanding of behaviors that are challenging.
 - Encourages us to learn and use the Life Story to make a connection, bring up a favorite subject, understand a concern, or redirect.



It only takes **30 seconds** to be a little less task-oriented and a little more *person-centered*.

Best Friends™

Do Things Together

- **A Best Friend:**

- ✓ Communicates.
- ✓ Listens and speaks skillfully.
- ✓ Asks questions skillfully.
- ✓ Speaks using body language.

- **It is important to:**

- ✓ Greet the person warmly.
- ✓ Smile broadly.
- ✓ Give handshakes.
- ✓ Make eye contact.
- ✓ Use your hands to gesture.



Best Friends™

Build Self-Esteem

- **A Best Friend:**

- ✓ Gives compliments often.
- ✓ Carefully asks for advice or opinions.
- ✓ Offers congratulations.

- **It is important to:**

- ✓ Laugh often.
- ✓ Tell jokes and funny stories.
- ✓ Take advantage of spontaneous fun.
- ✓ Use self-deprecating humor often.



Best Friends™ Are Equals

- **A Best Friend:**
 - ✓ Always works to protect the dignity of the person.
 - ✓ Does not assume a supervisory role.
 - ✓ Recognizes that learning is a two way street.
- **It is important to:**
 - ✓ Not be overly sensitive.
 - ✓ Build a trusting relationship.
 - ✓ Show affection often.



Best Friends™

Communicate as Adults

A Best Friend DOES NOT...

- ✗ Speak in an exaggerated or slow voice when not necessary
- ✗ Act insensitive
- ✗ Use childlike language
- ✗ Act flippant
- ✗ Give the *person* no time to respond to a question
- ✗ Ask inappropriate and embarrassing questions
- ✗ “Talk through” a person as though he or she is not there

Feelings and Behaviors Caused by Dementia

Feelings

- Loss
- Isolation and Loneliness
- Sadness
- Confusion
- Worry and Anxiety
- Frustration
- Fear and Paranoia
- Anger
- Embarrassment

Behaviors

- Crying/calling out
- Sleeping difficulties
- Having delusions or hallucinations
- Repetitive behavior
- Wandering
- Wanting to drive the car
- Mistaking identities
- Refusing to bathe or eat

Best Friends™ ...with *the Knack*

Being a *Best Friend* to persons with dementia
is an act of kindness.

Even caregivers with **Knack** will fail on occasion. Good & bad days happen. Caregivers with **Knack** can fine tune approaches.

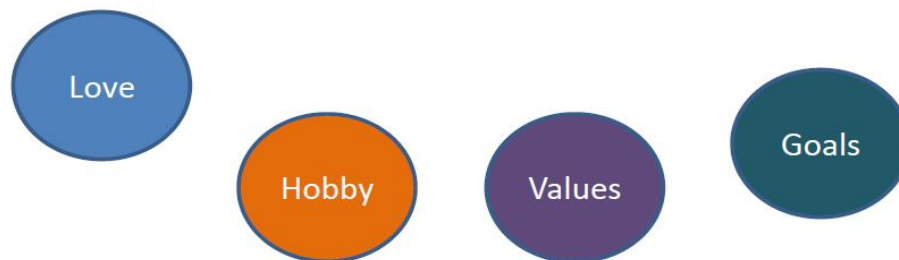
Using **Knack** will never make matters worse.
Knack helps you make the best of any situation.



The Importance of Knowing & Honoring One's Life Story



See the **whole** person



Why Life Stories?

- Person-Centered Care – ****Best Friends Approach****
- Enhance Health & Wellbeing – Touch ALL Dimensions of Wellness
- Streamline Care Transitions (Ex. From Ind. Living to Memory Care)
- Reduce Loneliness (a Major Health Risk) & Increase Friendships
- Innovate in Memory Care to Provide Effective Engagement
- Better Visits Happen Between Staff, Family, and Volunteers
- Deliver on Brand Promises – Marketing Individualized Care
- Record the Legacy – Share the Life Story at End of Life

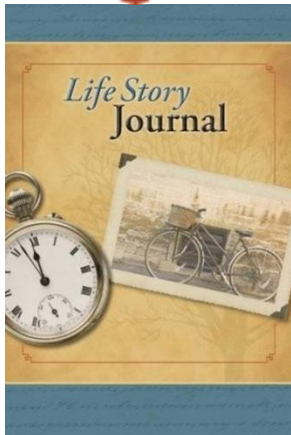
Creating a Life Story at Moorings Park

Moorings Park Ideas:

- LifeBio
- Story Boards & Things to Know About Me
- Personalized Photo Galleries presented on iPads



Best Friends™ Signature Programs at Moorings Park



Music Therapy at Moorings Park



Capture Life Stories

When you've met **one** person with Alzheimer's Disease, you've met **one** person with Alzheimer's Disease.

Every person's life is a collection of the many, people, places and adventures experienced.

There is no one else like you!