Films were used as a training tool, in order to create empathy. One such film, Ex-Memoria (2004) showed a lady having difficulty understanding the carers’ objectives when assisting her with personal care. This scene reminded the carer of a lady she worked with who had limited verbal communication. The carer started using flashcards with the lady, introduced during the training. The carer reported that the flashcards reduced the lady’s level of distress during personal care.

Implementing new techniques
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Creating a new technique
The carer described challenging staff, the noticed that staff members often talked about themselves.

“I now go home and feel I have done the best for the clients”

Conclusion
The carer had improved her confidence and work satisfaction. She gave examples of when she had challenged old ways of doing things and promoted best practice.

The knowledge gained from the training appeared to change the culture of the organisation; the staff appeared more focused on the individuals’ needs. In this case analysis, the education of one person appeared to increase the occupational engagement of several people with dementia.

References