

## LIVING WELL WITH DEMENTIA IN CARE



These award-winning films were commissioned by NHS Gloucestershire Integrated Care Board and the University of Gloucestershire, with production led by eHealth Digital Media, an experienced provider of educational content for health and social care in partnership with:

- Wentworth Court Nursing Home
- Hanover Court Extra Care Housing (Anchor Housing Association)
- Comfort Call Care Agency
- Gloucestershire County Council
- Gloucestershire Health & Care NHS Foundation Trust
- Teepa Snow and her Positive Approach to Care team

This film series was made possible through the generous support and cooperation of the care settings featured, for which the production team is very grateful. For clarity, the NHS does not promote or recommend individual care homes.



**Film 1** This introductory film explains the background to an innovative series of lived-experience training films about working in residential care. Gloucestershire Integrated Care Board has collaborated with the University of Gloucestershire and eHealth Digital Media to create a series of training films aimed at delivering insight into life in residential care from the perspective of the

residents living with a dementia, care staff, family members and friends. The films demonstrate valuable skills and share examples of best practice in a real-world situation. <https://youtu.be/Cx1SNL61Rg0>



**FILM 2** Does this person have a dementia?

When you walk into a room full of people how do you know if someone is living with a dementia? This film helps you understand. You will hear from the experts: trainers, carers and people living with a dementia who shed light on the CCTV footage that we see of everyday real life. This series shows things as they happen and carers have given their

permission to see them at work, responding to things as they happen. Sometimes they get it right – sometimes things don't go so well. As you watch we ask you not to judge but to observe and reflect on how you might have responded. Discuss what you see with experienced carers and people living with a dementia who can help you learn more about the skills required to deliver good quality, personalised care. <https://youtu.be/296tmdFdeRA>

### Learning points – film 2

1. Everyone has a very individual experience of dementia.
2. The progression of the disease is not linear.
3. Some people with a dementia feel anxious and worried. Connecting with the person and acknowledging their worries can be reassuring.



**FILM 3** **Family and Friends** explore how it feels to be a family member or friend of a person living with a dementia in residential care. We hear about the complex emotional feelings that are involved and learn about ways to support people in their relationships with a person who is living in a care home or extra care sheltered housing. <https://youtu.be/OWEfzyxRjtU>

### Learning points – film 3

1. Family and friends who have cared for someone can find it very hard to adapt to their new role. Understanding the transition that they are going through and the ongoing support they need is important.
2. Family members can tell you a lot about what is important to the person living with a dementia and help you understand what they might be looking for or feeling.



**FILM 4** **What do I say?** This film is full of information about how to get started which is incredibly useful for everyone whether a family member or someone working in care. If you are a carer you need to watch this before your first shift! If you can make these habits part of your practice and share them with others, then you will feel more confident and people in your care will feel better understood and supported. Don't forget to

keep watching mindfully as not EVERYTHING you will see is perfect all the time – life is not like that – listen to the best practice and watch carefully to identify examples of good, person-centred care. <https://youtu.be/IBuD9n8f7gE>

### Learning points – film 4

1. This film aims to help you get off to a good start by suggesting ways to make good contact with a person living with a dementia right from the first moment you walk into their lives.
2. When a resident says that they feel unwell try to work out what they are saying. Are they really feeling unwell or are they expressing an unmet need such as feeling homesick or lonely.
3. Having worries, fears or concerns listened to is important and validation can be comforting.
4. Don't constantly correct a resident in the hope that they will stop talking about "their mum" or "going to school or work". ENTER THEIR DEMENTIA WORLD!!

5. If you see something that doesn't feel right, then talk to someone experienced in delivering care and explore alternative ways of dealing with complex situations.
6. Don't forget that you won't get it right every time, but you can learn a lot from reflecting on your day and working out with a senior how you could have done things differently.



**FILM 5 What do I do?** This film covers a wide range of topics from seeking permission to binocular vision from hallucinations to assistive technology. They are all designed to help you think about practical ways of supporting people who are living with a dementia. In addition to the wealth of expertise shared by Gloucestershire's expert dementia trainers and care professionals you will also meet dementia guru Teepa

Snow visiting from the USA. <https://youtu.be/8HV5YEam9NI>

#### Learning points – film 5

This film is the longest in the series at just over 15 minutes long. It is full of information, so we recommend that if you are using it in training that you break it up into sections:

- 0 to 7 minutes talks about seeking permission
- 7-13 minutes talks about responding to cues
- 13 minutes to the end addresses misperceptions, hallucinations and delirium.



**FILM 6 Responding to distress** is what we see people living with a dementia and carers doing here in the middle of the night in two different scenarios.

**WARNING:** please be aware that you will see people feeling upset and you might like to watch this with someone that you can talk to about what you are seeing and how it makes you feel. One of the residents thinks he is on a sinking ferry. The team reflect on how

they handled it and in doing so share some important learning about how to respond to people when they are distressed – and you are not sure what is going on.

<https://youtu.be/4cc74SZnjxQ>

#### Learning points – film 6

1. Again, watch this film with the understanding that we are showing a mix of responses that happened in real life. Imagine how you might have been similarly trying to make sense of things if you had been working during this time.
2. Key learning is to be curious and ask simple questions to work out what someone is experiencing and feeling. This could give you time to work out how to support people and take the heat out of a situation.

3. Try and look out for unmet need so that you can help prevent situations from escalating. Ideally you would prevent distress through distraction or listening and empathising with someone who is feeling upset or becoming angry.
4. Getting to know your residents and their life history is so important in delivering good, person centred care



### FILM 7 Supporting Eating and Drinking

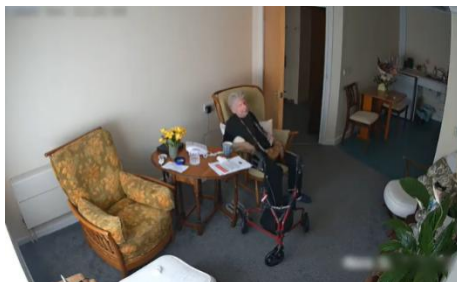
**IMPORTANT:** if the person you are supporting is showing difficulties with eating, drinking or swallowing (this could include coughing or choking during mealtimes) discuss with your GP and ask for a referral to a speech and language therapist. Remember that dining rooms should be calm spaces – try to reduce the number of staff

members standing around to give people the best chance to concentrate on their meal.

[https://youtu.be/97\\_m\\_WMujZ4](https://youtu.be/97_m_WMujZ4)

### Learning points – film 7

1. Observe the noise and activity in a dining room. Consider what it might be like to try and eat and drink with so much going on for a person with a cognitive disease like dementia. Quiet, calm surroundings will help a person concentrate on the complex task of coordinating the use of knives and forks to eat.
2. Don't assume that someone needs support to eat and drink: try getting them started and support them to maintain their independence for as long as possible.
3. It can be tiring to constantly struggle to work out once familiar things. Be kind.
4. If you are leaving food for someone to eat in your absence, make sure that containers, packets and wrapping materials are easily opened. Think about the senses: make things clear to see and enjoyable to eat and drink.



### FILM 8 Supporting Complexities

**WARNING:** At the start of this film you will see Nora fall over. We warn you, before it happens, to look away if you think you will find it too distressing.

There are different types of equipment available that can help monitor people who may be at risk of falling. However, these devices only work well if: they are chosen specifically to meet the individual's needs, are reviewed regularly to see that they are still meeting that need, are comfortable and acceptable to that individual and are easy to use. Talk to your team leader, an occupational therapist or your local dementia team to find out more about the options available and be aware of working with the person in your care to find a solution that is comfortable and acceptable to them. <https://youtu.be/mVEy7LAVao0>

### Learning points – film 8

1. This film introduces the concept of “best interest” which is a legal and ethical principle used to make decisions on behalf of someone who has been assessed as lacking the mental capacity to make a specific decision for themselves.
2. You’ll see that Nora needs to receive balanced meals to maintain her nutritional health because she can no longer cook for herself. However, she doesn’t want to eat them in the dining room – and that is clearly expressed choice which should be respected. Think about situations where best interest and choice are challenging.
3. Personal care is also discussed in this film: it might be in someone’s best interest to keep clean, but they may not wish to shower in your presence. Finding ways to negotiate and gain permission to do things is important. Talk to experienced members of staff about the ways they negotiate successfully with residents who might be reluctant to give you the permission you are seeking.



**FILM 9      Meaningful engagement** Here we learn about the benefits of meaningful activities and what can work to bring joy to the people in your care and their families. Importantly it shows you how to look out for those who might be overwhelmed by too much going on so that you can be aware of their needs too.

[https://youtu.be/Djl9\\_NUJAjk](https://youtu.be/Djl9_NUJAjk)

### Learning points – film 9

1. Be aware of pacing yourself when reading or talking with someone with a dementia. The technology in this film gives us insight into the how Babs sees the world and how much time she needs to absorb information.
2. Find meaningful tasks and activities to engage with. A sense of purpose is important at any age or stage of life.
3. For some people, less is more. Too much noise or visual stimulation can be overwhelming. If you know someone is sensitive, then consider taking them to a quieter environment.



**FILM 10      Resilience for carers** This film acknowledges the pressures on carers and suggests ways of looking after yourself. One of the key ways to do that is to develop your skills and expertise to the benefit of both you, your team and the people in your care and to ensure you have adequate support. At the end of this document you will find a range of resources that offer further support. <https://youtu.be/xD9EYkbzkg>



**Learning points – film 10**

1. Sometimes laughing can feel like the only option left to you when things seem pressurised and you don't know how to handle a situation. Remember that this can have a devastating effect on a resident who won't understand why you are laughing and could feel extremely hurt and upset as a result.
2. Taking yourself out of a situation and looking for help and support can be the best way to deal with challenging moments. Remember that most of the senior carers on your team will have experienced similar situations. Ask for advice and support when you need it.
3. Caring can be extremely rewarding but also extremely challenging. Take every opportunity to learn and improve your skills so that you can deliver the best possible care to those who need your support.
4. People living with dementia still feel, still love, can still feel distress. If you can help them engage with life and with other people, you will be doing a great job.

**Gloucestershire Support Services**

**If you are living in Gloucestershire and have been impacted by any of the content in the films, you can contact the following support services:**

**Managing Memory Together**

**Telephone:** 0800 694 8800

Email: [managingmemory@ghc.nhs.uk](mailto:managingmemory@ghc.nhs.uk)

**Dementia Advisor Service**

**Telephone:** 01452 525222

Email: [gloucestershire@alzheimers.org.uk](mailto:gloucestershire@alzheimers.org.uk)

**Gloucestershire Carers Hub**

**Telephone:** 0300 111 9000

Email: [carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)

**National Support Services**

**If you are accessing these films nationally and have been impacted by any of the content in the films, you can reach out to the following national organisations. There will also be local support services for people affected by dementia in your area:**

**Alzheimer's Society**

**Telephone:** 0333 150 3456

**Dementia UK**



**Telephone:** 0800 888 6678

Email: [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

**Care Workers Charity**

<https://www.thecareworkerscharity.org.uk/>

**Dementia Carers Count**

**Telephone:** 0800 652 1102

**Carers UK**

**Telephone:** 0207 378 4999

We would love you to use these films as a training resource for your care teams or families who look after people living with dementia. The films are free to use online and can be found at <https://pocketmedic.org/carers-residential/>

We would also love to make more films like this. If you would like to join us on our journey, we would be delighted to hear from you [info@pocketmedic.org](mailto:info@pocketmedic.org)

If you have any questions or would like to discuss the films further, please contact:

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With very best wishes

**Dementia Education Training Films Partnership Group**