

**EXCELLENCE IN  
DEMENTIA CARE**  
EDUCATING, EQUIPPING AND  
EMPOWERING  
THOSE WHO PROVIDE DEMENTIA  
CARE

**THE USE OF PERSONAL LIFE STORY**  
THE POWER OF OUR STORIES




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## OBJECTIVES

- UNDERSTAND THE IMPORTANCE OF LIFE STORY – WE LIVE OUR LIVES THROUGH OUR STORIES
- IDENTIFY HOW LIFE STORY IS USED TO VALIDATE, BUILD TRUST, PROVIDE COMFORT AND CARE
- UNDERSTAND THE POWER OF PERSONAL PRESENCE AND “CONTEXT AND PRESENT REALITY”
- IDENTIFY STRATEGIES FOR COMMUNICATION AND ESTABLISHING T.R.U.S.T

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## WE LIVE OUR LIVES THROUGH OUR STORIES

- WHO WE ARE
- WHAT WE DO
- WHO WE LOVE
- WHAT WE HAVE ACCOMPLISHED
- WHAT WE HAVE STRUGGLED WITH
- WHAT WE HAVE LEARNED
- WISDOM WE HAVE TO SHARE

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## INCORPORATING THE USE OF STORY

- WE LIVE OUR LIVES THROUGH STORIES
- OUR STORIES MATTER
- THE STORIES WE TELL OVER AND OVER AGAIN AFFIRM WHAT HAS MEANING FOR US (GIVE US CLUES AS TO WHAT MATTERS MOST RIGHT NOW FOR THOSE WE LOVE WHO HAVE DEMENTIA)
- STORIES HELP US PRESERVE MEMORIES AND CREATE LEGACY

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## MORE THAN JUST A STORY

AS A FAMILY MEMBER WHO PROVIDES CARE OR A PROFESSIONAL CAREGIVER, A PERSON'S LIFE STORY IS A TOOL

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## INCORPORATING THE USE OF STORY

- IT IS EMPOWERING WHEN WE ASK THEM HELP DETERMINE THE STORIES WE TELL
- USE STORIES TO HAVE MEANINGFUL VISITS; PROVIDE CARE; AND DE-ESCALATE IN DIFFICULT MOMENTS
- REMINDS US (AND THEM) WHO THEY ARE
- KEEP FINDING THE MOMENTS OF JOY AND CELEBRATING WHO THEY (THOSE WE LOVE) ARE AND WHO YOU ARE TOGETHER
- AS YOU ADJUST YOUR EXPECTATIONS; GROW IN KNOWLEDGE AND SKILL ABOUT THIS DISEASE IN GENERAL AND IN PARTICULAR TO YOUR UNIQUE JOURNEY- YOU WILL FIND STRENGTH, JOY AND PEACE

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## USING LIFE STORY IN PROFESSIONAL DEMENTIA CARE

- BRINGS "LIFE" AND IDENTITY TO THE PERSON FOR THOSE WHO DIDN'T KNOW THEM IN THE PAST
- PROVIDES TOOLS TO HAVE MEANINGFUL VISITS
- ACCOMPLISH CAREGIVING TASKS
- DE-ESCALATE ANXIETY AND AGITATION

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L. - LEGACY

I. - IDENTITY

F. - FAMILY and FRIENDS

E. - EXPERIENCES

S. - SECURITY and SAFETY

T. - TIME STAMPS

O. - OWNERSHIP and ORDER

R. - RELATIONSHIP

Y. - YOURS! Uniquely your own

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## COMMUNICATION TIPS

- APPROACH FROM THE FRONT; NON CONFRONTATIONAL; HONOR PERSONAL AND INTIMATE SPACE
- BE AWARE OF PACE
- EYE LEVEL EYE CONTACT
- ASK ONE QUESTION AT A TIME; LISTEN;
- "TO REPHRASE OR NOT REPHRASE"
- BE AWARE OF NON-VERBAL COMMUNICATION
- BE THE HELPER
- DON'T ARGUE OR CORRECT – PRESERVE DIGNITY; OPPORTUNITY TO "SAVE FACE"

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## PERSONAL PRESENCE

BE INTENTIONAL ABOUT HOW WE PRESENT  
CALM; CONFIDENT; CONCERNED  
FRIENDLY

SMILE – UNLESS THE PERSON IS CLEARLY DISTRESSED  
ABOUT SOMETHING – THEN HAVE A MORE  
NEUTRAL LOOK OF CONCERN

BE THE HELPER – THE ONE WHO THEY CAN  
APPROACH FOR HELP

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## CONTEXT AND PRESENT REALITY

- LISTEN FOR CONTEXT – WHAT DO THEY THINK IS HAPPENING; WHERE IN THEIR LIFE STORY ARE THEY "CAMPING OUT" IN THIS MOMENT – WHAT IS THEIR "PRESENT REALITY"
- RESPOND IN A MANNER THAT DOESN'T ROCK THEIR WORLD OR MAKE THEM HAVE A "WHAT JUST HAPPENED" MOMENT

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## T. R. U. S. T.

- T. TEMPO – OUR PACE MATTERS
- R. RELATIONSHIP – START WITH SIMPLE SOCIAL CONNECTION; KNOW THEIR STORY – ASK ABOUT IT; TELL IT BACK TO THEM
- U. UNDERSTANDING - KNOW WHO THEY ARE; IDENTIFY EMOTIONS
- S. SAFE! THEY MUST FIRST FEEL SAFE; REASSURE THEM
  - YOU ARE IN THE RIGHT PLACE – YOU ARE WHERE YOU ARE SUPPOSED TO BE
  - YOUR FAMILY KNOWS YOU ARE HERE
  - THERE ARE PEOPLE HERE TO HELP YOU – I AM ONE OF THEM; WE HELP EACH OTHER HERE
- T. TIME – THIS ALL TAKES TIME – MAKE THE INVESTMENT

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## LIFE-STORY AND RELATIONSHIP BUILDING

- SYSTEM TO GATHER LIFE-STORY
  - WHO THEY ARE NOW, BUT ALSO WHO THEY HAVE BEEN
    - CHILDHOOD; EDUCATION; CAREER; FAMILY; HOBBIES; TRAVEL; RETIREMENT; HEALTH; SUCCESSES AND LOSSES - .....
  - WHAT MATTERS MOST; WHAT STORIES AND LIFE EXPERIENCES ARE CENTRAL TO THEM NOW
- SYSTEM TO GET THE INFORMATION TO THE TEAM
- SYSTEM/TRAINING TO USE THE INFORMATION

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## RESOURCES AND REFERENCES

- "THE FUNDAMENTALS OF PERSON-CENTERED CARE FOR INDIVIDUALS WITH DEMENTIA", GERONTOLOGIST, 2018, VOL. 58, NO S10-S19
- "PERSON-CENTERED CARE" ALZHEIMER'S ASSOCIATION, GREATER MISSOURI CHAPTER, 2017
- THE PIONEER NETWORK [HTTPS://WWW.PIONEERNETWORK.NET/](https://www.pioneernetwork.net/)
- THE EDEN ALTERNATIVE [HTTPS://WWW.EDENALT.ORG/](https://www.edenalt.org/)
- ALZHEIMER'S ASSOCIATION: [WWW.ALZ.ORG](http://www.alz.org)

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## THANK YOU!!!

- QUESTIONS AND COMMENTS?

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