



Australian Government

CHCAGE011 Provide support to people living with dementia

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide person-centred care and support to people living with dementia. It involves following an established individualised plan.

This unit applies to workers in a residential or community context, including family homes. Work performed requires some discretion and judgement and may be carried out under direct, indirect or remote supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Aged Care

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare to provide support to people living with dementia.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Read individualised plan and familiarise self with the specific needs and preferences of the person living with dementia.
- 1.2. Apply person-centred care approaches to all interactions with the person living with dementia.
- 1.3. Communicate with the person, their family, carer or others identified by the person, to provide and maintain a stable and familiar environment that supports the person's wellbeing.
- 1.4. Recognise and refer situations outside scope of own role to supervisor or health professional.
- 1.5 Recognise signs consistent with abuse or neglect of the

- person and report according to legislative requirements and organisational policies and procedures.
2. Use effective communication strategies.
 - 2.1. Communicate in a supportive manner that respects the person's needs, rights and preferences and upholds their dignity.
 - 2.2. Support engagement of the person living with dementia using verbal and non-verbal communication strategies.
 - 2.3. Provide reassurance and use validation strategies with the person to relieve distress and agitation.
 - 2.4. Communicate with families and carers in a supportive manner to provide care information and opportunities for discussion.
 3. Support the person to participate in activities according to the individualised plan.
 - 3.1. Work with the person living with dementia, their family, carer or others identified by the person to develop an understanding of the person's likes, dislikes, strengths and interests.
 - 3.2. Encourage the person to engage in activities that support ongoing independence according to their changing needs and preferences.
 - 3.3. Access information about the person's reminiscences and routines from the person, their family, carer or others identified by the person, to inform activities that reflect the person's preferences and provide pleasurable experiences.
 - 3.4. Assist the person to maintain dignity of risk, while balancing duty of care.
 - 3.5. Support the person's use of assistive technologies relevant to the activity, according to their individual needs.
 4. Use a strengths-based approach to meet the person's needs.
 - 4.1. Refer to the individualised plan to gain awareness of identified behaviour and potential triggers.
 - 4.2. Recognise changes in behaviour of the person living with dementia that indicate stressors including un-met needs.
 - 4.3. Use knowledge of the person to determine strategies to reduce stressors and meet their needs.
 - 4.4. Implement identified strategies to reduce the likelihood of adverse outcomes for the person and others.
 5. Complete documentation.
 - 5.1. Observe and document any changes in behaviour of the person living with dementia and report to supervisor.
 - 5.2. Complete, maintain and store documentation according to legislative requirements and organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to CHCAGE005 Provide support to people living with dementia.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>