

Australian version

# iSupport For Dementia

Training and support manual  
for carers of people with dementia



## Unit 4. Dementia Behaviour Management Advisory Service

### Why is this unit important?

This learning unit will summarise what support is available if the person you care for has behaviours that have changed and you cannot manage them on your own.

### How will this unit help me?

If you are concerned that the person you care for is experiencing behaviours that are not usual for them or they can't describe why they are behaving in a certain way or you are confused and perhaps even fearful of the behavior, then this learning unit will explain services available to help you and the person you care for.

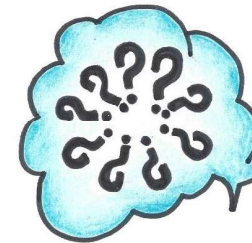
### This learning unit provides:

- An overview of changes in behaviour
- Ways to ensure you look after yourself
- Services that are available to support you and the person you care for
- Where to go for more information.

### What is a changed behaviour?

People with dementia, like the person you care for, can have changed behaviours. These behaviours affect them, but can also be difficult for carers, like you.

People living with dementia may find communicating their needs increasingly difficult. Changed behaviours can represent a form of communication as the person living with dementia tries to express what they are feeling. In Module 5 we discussed behaviour changes that may include aggression, depression, anxiety, delusions and hallucinations, suspicions, repetitive behaviour, sexual behaviour, wandering, restlessness and poor judgement. These behaviours are caused by damage to the brain and are not something your relative can control or prevent.

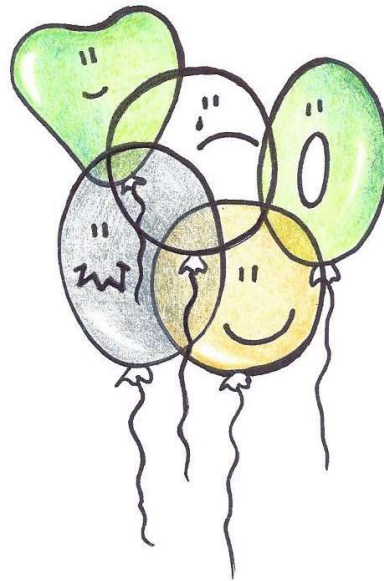


**Tip**

The key to managing changed behaviours is to accept them with compassion and a no blame attitude.

**Support is available**

If the person you care for is experiencing one or more of these behaviours or any other behaviours, you may feel caring for the person has become more difficult. This is a time when many carers will need help and support both for themselves and the person being cared for.

**Dementia Australia**

Dementia Australia is a national peak body for people, of all ages, living with all forms of dementia, their families and carers. Dementia Australia operates a helpline number 1800 100 500 from 9.00am to 5.00pm Monday to Friday (excluding public holidays) and a message service is available after hours to request a call back.

The Dementia Australia web site also provides information and resources to support people living with dementia and their carers.

The website address is [www.dementia.org.au](http://www.dementia.org.au) and states they provide free confidential phone, email and support service for:

- information about dementia and memory loss
- information on how you may be able to reduce the risk of getting dementia
- information about government support services
- information about services in your area
- emotional support to help you manage the impact of dementia.

### Lets do an exercise

Think about the services that Dementia Australia can support you with and answer True or False to the following questions.

Check your understanding

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True or False?

☐

I can talk to someone from Dementia Australia at anytime.

☐

I can ask Dementia Australia for help with showering and dressing.

☐

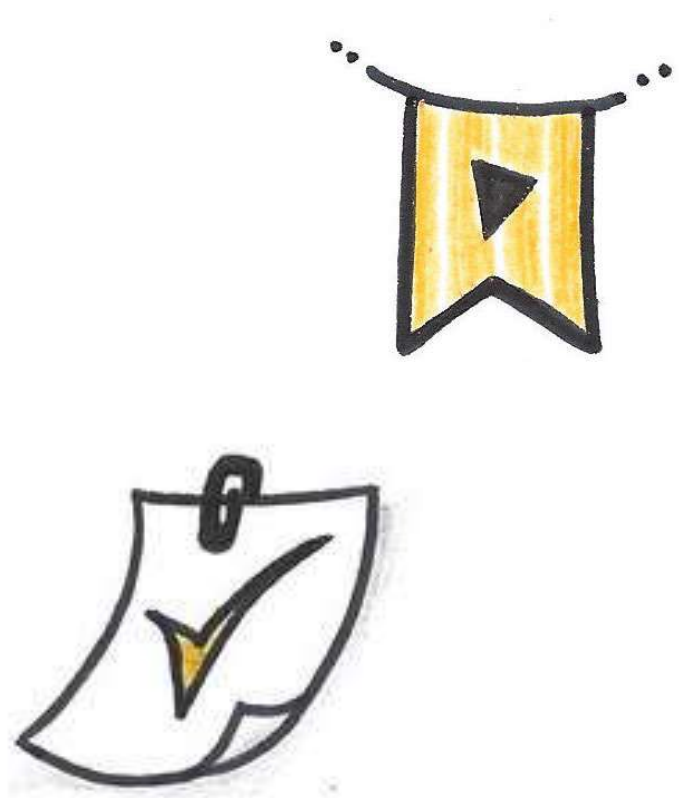
I can call Dementia Australia if I need some support about coping in my caring role.

☐

I can call Dementia Australia to find out about services to help me.

☐

The dementia help line is a free service.

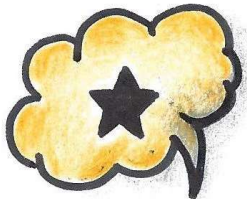


## Check your understanding



- ✗ **I can talk to someone from Dementia Australia at anytime.**  
Dementia Australia operates a helpline number 1800 100 500 from 9.00am to 5.00pm Monday to Friday (excluding public holidays) you can ring after hours and leave a message, and someone will call you back the next day.
- ✗ **I can ask Dementia Australia for help with showering and dressing.**  
Dementia Australia can provide you with information about services that might be useful for you, but they do not provide in home care services.
- ✓ • • **I can call Dementia Australia if I need some support about coping in my caring role.**  
Dementia Australia provides a counselling service for people with dementia, their families and friends and have a range of fact sheets on common dementia topics that may help.
- ✓ **I can call Dementia Australia to find out about services to help me.**  
Dementia Australia can provide information about services in your area.
- ✓ **The dementia help line is a free service.**  
The dementia helpline is a free confidential support service. If you are calling from a mobile phone there may be a cost for the call.

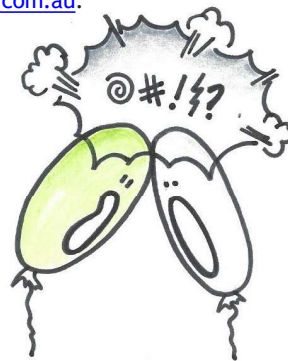
(Dementia.org.au, 2018)



### Support is Available (Continued)

Dementia Support Australia (DSA) provides the Dementia Behaviour Management Advisory Service (DBMAS). This is a free service supported by funding from the Australian Government. The helpline service operates 24 hours a day, every day of the year and can provide advice to assist you when needed. DBMAS can also assist with short term case management. This means trained staff may be able to provide you and the person you care for with advice based on your individual case. The Dementia Support Australia website has a range of resources and information to help you understand and respond better to behaviours. This includes tools that may help you to identify the triggers that can cause the changed behaviours the person you care for may have that cause you concern.

The contact details for Dementia Support Australia and DBMAS services is 1800 699 799 or website [www.dementia.com.au](http://www.dementia.com.au).



### Let's look at an example

Jill has been living with dementia following a series of strokes over the last 5 years. Jim, her husband, has been providing care for her at home and their daughter, Karen, helps as she is able. Jill has been experiencing changed behaviours and gets very anxious when Karen visits and Jill will not let Karen touch her. Last week Jill hit Karen as she tried to help her put a cardigan on. Karen and Jim are both very upset by these actions and don't know what to do.

What do you think would help Jill, Jim and Karen?

#### Check your understanding



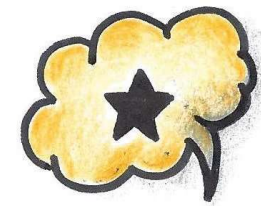
*What do you think would help Jill, Jim and Karen?*

- ☐ Karen should stop visiting as it seems to upset everyone.
- ☐ Jim should tell Jill that her behaviour is wrong.
- ☐ Jim and Karen should get some advice from DBMAS.

## Check your understanding



- ✗ **Karen should stop visiting as it seems to upset everyone.**  
This is not a good response. Karen will not get to visit with her mother and father, and she will not be able to help Jim provide care for Jill. It is important to understand Jill cannot help how she is, and Karen and Jim should not take this personally or let it upset them. Instead, they should try to work out what may be the trigger for the behaviour, and they should recognise help is available to support them.
- ✗ **Jim should tell Jill that her behaviour is wrong.**  
This is not the best response. Jill cannot help the behaviour, she is not doing it on purpose and trying to tell them that it is wrong, and blaming is not likely to help. Karen and Jim need to remain calm and see if there is a need that Jill is trying to express. If Jill is angry, it is best to give her some time and space.
- ✓ **Jim and Karen should get some advice from DBMAS.**  
This is a good response. DBMAS can provide carers with information, advice and short term case management to help Jill and her family.

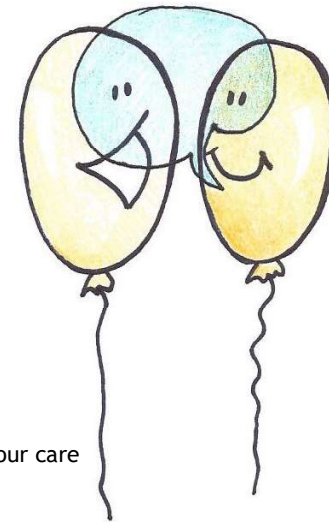


### Let's review what you have learned

- There are a range of services to support you in your caring role.

Dementia Australia provides the national Dementia Helpline for anyone that needs help to understand dementia and services that can support you in your area.

- Dementia Services Australia provides the Dementia Behaviour Management Advisory Service (DBMAS). DBMAS can be contacted 24 hours a day, every day of the year.
- Maintaining or developing social networks is important for you as a carer.



### RELATED LEARNING UNITS

- Module 1 Unit 3 Using memory aids in your care activities
- Module 5 Unit 2 Aggression
- Module 5 Unit 3 Changes in mood or interest
- Module 5 Unit 5 Delusions and hallucinations
- Module 1 Unit 4 How to respond to repetitive behaviour
- Module 5 Unit 6 Walking and getting lost
- Module 5 Unit 7 Changed judgement





You finished this unit, well done!