

Staff Attendance at U-First Training

Date:	August 28, 2008
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

Long-term care homes care for a significant and growing number of individuals with dementia who exhibit significant responsive behaviours. Caring for these individuals effectively requires skilled assessment and the ability of the care team to create and maintain individualized interventions. It also requires staff education, mentoring and coaching. Recently, 121 staff attended a one-day training program entitled “U-First”, offered by Psychogeriatric Resource Consultants. This program supports the training regularly offered in the Division and the implementation of the LTC-Mental Health Framework being introduced in the Toronto Region.

Financial Impact

There is no financial impact to the division.

DECISION HISTORY

Several years ago, the Ministry of Health and Long-term Care (MOHLTC) and the long-term care sector recognized the need for specialized training for staff caring for residents with dementia and mental health issues.

In response to the growing need, the MOHLTC funded the development of two programs designed to train staff to address the needs of the residents with dementia. These programs were called “PIECES” and “U-First”. The acronym “PIECES” is a short form for physical, intellectual, emotional, communication, environmental and spiritual. PIECES is a systematic approach used to assess residents and to develop interventions to manage behaviours. The PIECES training program is a five-day program for registered nursing staff and other professional staff and is designed to give staff the assessment and planning skills required to care for these residents. Over the years, several registered

nurses have attended the PIECES program. The program was funded by the MOHLTC. It is not currently offered by the MOHLTC in the Toronto region.

The U-First program is a one-day program for Personal Care Aides (PCA) or Health Care Aides using the PIECES framework. In past years, PCAs have attended the Ministry funded U-First program. Most recently the MOHLTC stopped funding the training; however, the Toronto Regional Geriatric Program continues to offer the U-Fist program. Each LTC home bears the costs through donations or other means.

The division recently added one hundred and twenty-one (120) PCA staff to the list of staff who have attended the one-day U-First program.

ISSUE BACKGROUND

Care for residents with significant behavioural issues needs to be consistent, with all staff recognizing that all behaviour has meaning, identifying the triggers and finding approaches to manage the behaviour. The PIECES approach is used by the inter-disciplinary team to assess residents and develop care strategies to minimize or manage the responsive behaviours. PCAs play a key role in observing the residents with dementia and trying to understand their behaviours. It is important that they have a full understanding of dementia, its causes and the types of behaviours that are associated with the disease.

The division supports a variety of training to assist staff develop these skills to keep both the residents and staff safe.

COMMENTS

The Toronto Regional Geriatric Program offers a one-day U-First training delivered by the Psycho Geriatric Consultants. The program is designed to assist Personal Care Aides (PCA) to understand dementia, the associated behaviours and to implement strategies to manage the behaviours safety while protecting the dignity of the residents. The division recently organized four (4) training sessions and 121 PCA staff attended.

The content of the program included:

- Understanding the PIECES Philosophy
- Understanding dementia
- Identifying “flagging” behaviours
- Implementing interventions
- Supporting the resident, family and staff
- Application of theory using case studies

The program was offered in four homes in the Division over a period of one month. The evaluations indicated that staff learned new information and had practice at applying the PIECES theory to resident case studies.

The Division views PIECES and U-First as one vehicle for staff training and continues to support and provide training for all levels of staff.

CONTACT

Patricia Carnegy, Co-ordinator of Staff Education
Tel: 416-392-8490; Fax: 41-392-4180; E-mail: pcarnegy@toronto.ca

SIGNATURE

Sandra Pitters
General Manager

ATTACHMENTS

- 1) List of Toronto Long-Term Care Homes and Services staff attending the U-First training program.