

## ★ Training : communicate with people suffering from Alzheimer

France

Conseil général du val de Marne

Strating date : 2008

### Context

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In the framework of the strategic objective No III of the department's program 2006-2010 for elderly - to promote the quality of services (general aim: to promote quality of life and provision of care) - the county Council has defined 4 types of action in its project lines (action: supporting total quality control in the establishments and promoting quality of life) 4 types of action:

- Overseeing the setting up and running of the councils for social life
- Using quality frameworks of reference
- Evaluating the tripartite agreements
- Supporting the employees' training policy

The number of elderly people suffering from Alzheimer disease in institution is steadily increasing, the management of these patient is a real challenge for EHPAD (home for dependent elderly person), and it becomes a necessity for the County council to support the policy of training the staff. IN 2008, one of the thematic for the course was "communicate with Alzheimer patients".

The target group addressed by the training was in priority the ASH (caregiver from hospitals), caregivers, caregivers in unit dedicated to people suffering from Alzheimer in the department. 102 people trained in 29 establishments between 2008-2009, and the training continues in 2010.

#### Trainings' aims :

- A better knowledge on the Alzheimer disease in order to better understand the person and help her as better as possible.
- Provide care (non drugs treatment), and communicate with a person suffering from Alzheimer or her family

The objective is to :

Better understand the Alzheimer disease

Improve the quality of life of patients : competence and humanity

Help the participants to enrich their own process of thinking

Optimize the relation of help on a daily basis

### Description

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#### THE PEDAGOGICAL APPROACH

Participatory teaching method combining theoretical and practical approaches (those present on the 1st day had to apply, over the course of a week, the given recommendations for a more effective observation of the patient in their care in order to obtain a number of "reflexes" and good practices).

#### THE PROCESS OF TRAINING AND THE OBSERVATIONS TO KEEP IN MIND

- A very rewarding training which provided a better understanding of Alzheimer's disease, its management, its limitations but also the practices and management implemented in services and the problems experienced by carers in their relationship with patients , families and in relationships with other staff.

- An open discussion with the participants due probably to the absence of any hierarchy and despite the presence of persons of the County Council ((which by their presence could lead some officers to censor themselves for fear of reporting to the hierarchy).
- Essential information were exchanged. The representatives of the County council will bring the messages to the directors during strong communication moments that will take place in the establishments. (costs, controls, support for quality in EHPAD etc.)
- Budget campaign
- Quality development

## Assesment

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An enriching learning for the participants and a share of practices between establishments

Difficulties were encountered with the participation of the officers during the two days of training due to replacement on the field requested

The conclusion we drew from the evaluation was to extend the process in 2010, so as to make action effective in institutions for which we have trained not enough people. The idea is not to make a score on the number of participating institutions, but to seek an efficiency as high as possible for the residents, with the means for implementation. We have identified (and presupposed) that too few trained staff in EPHAD does not bring much because trainees cannot use the approach in a team that does not share the same knowledge.

## Evaluation

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An evaluation from the participants was made (after the training and some months later). It has been realized on 2 points in order to evaluate the the effects seen in action on the ground: the benefits of training to the staff trained to facilitate their work with residents suffering from Alzheimer's disease, and on the wellbeing of these residents. The results have been positive.

## Target Group :

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Primary beneficiaries : The staff of institutions for elderly

Final beneficiary: People with Alzheimer's disease

## CONTACT

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