Dementia Care Mapping and SOFI-
Safeguarding Person Centred Care

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• The policy context in which structured observations can help with safeguarding

• Explain Dementia Care Mapping (DCM) and Short Observation for Inspection (SOFI)

• How can DCM help us to hear the experience of people with dementia in care settings?
Policy context

- No Secrets (DoH, 2000)
- Mental Capacity Act (2005)
How can observations help us to meet the policy context?

• Providing detailed information about the lived experience of the person with dementia
• Reporting the quality of care received by people who may not be able to communicate with us
• Depicting the quality of staff interactions – which can indicate the general culture of care
• Highlighting periods of disengagement and unmet needs
• Recognising quality, positive person work
What is Dementia Care Mapping (DCM)?

• Developed at the University of Bradford in the early 1990s
• Observational tool to improve the quality of person-centred care with people with dementia
• Process for developing and improving practice
What is Dementia Care Mapping (DCM)?

- Rich data provided by in-depth observations
- Complex method – takes 4 days training to qualify as a basic user
- Used internationally in over 25 countries spanning 5 continents
How is DCM used?

- Used in formal care settings in public areas
- Set in context of a practice development process
- One mapper observes 5-8 people with dementia
- Continuous observation over six hour period
- Recording occurs every five minutes
What is recorded?

• Behaviour Category Code (BCC)
• Mood/Engagement (ME) Value
• Personal Detractions (PDs)
• Personal Enhancers (PEs)
### Behaviour Category Codes

<table>
<thead>
<tr>
<th>A</th>
<th>Articulation</th>
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<tbody>
<tr>
<td>B</td>
<td>Borderline</td>
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<tr>
<td>C</td>
<td>Cool</td>
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<tr>
<td>D</td>
<td>Doing for self</td>
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<td>E</td>
<td>Expressive</td>
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<td>F</td>
<td>Food</td>
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<td>G</td>
<td>Going back</td>
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<td>I</td>
<td>Intellectual</td>
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<td>J</td>
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<td>K</td>
<td>Kum and Go</td>
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<td>Leisure</td>
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<td>Nod Land Of</td>
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<td>R</td>
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<td>Withstanding</td>
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<td>X</td>
<td>Excretion</td>
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<td>Y</td>
<td>Yourself</td>
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<tr>
<td>Z</td>
<td>Zero option</td>
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www.bradford.ac.uk
<table>
<thead>
<tr>
<th>Mood and Engagement Values</th>
<th>ME value</th>
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</thead>
<tbody>
<tr>
<td>Very happy, buoyant. Very high positive mood.</td>
<td>+5</td>
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<tr>
<td>Very absorbed, deeply engrossed/engaged</td>
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<tr>
<td>Content, happy, relaxed. Considerable positive mood.</td>
<td>+3</td>
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<tr>
<td>Concentrating but distractible. Considerable engagement.</td>
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<tr>
<td>Neutral, absence of overt signs of positive or negative mood.</td>
<td>+1</td>
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<tr>
<td>Alert and focussed on surroundings. Brief or intermittent engagement.</td>
<td></td>
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<tr>
<td>Small signs of negative mood. Withdrawn and out of contact</td>
<td>-1</td>
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<tr>
<td>Considerable signs of negative mood</td>
<td>-3</td>
</tr>
<tr>
<td>Very distressed. Very great signs of negative mood</td>
<td>-5</td>
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</tbody>
</table>
Psychological needs

LOVE
COMFORT
IDENTITY
ATTACHMENT
INCLUSION
OCCUPATION
Personhood….

“Personhood is a standing or status that is bestowed on one human being, by others, in the context of relationship and social being. It implies recognition, respect and trust…..

…….Both the according of personhood, and the failure to do so, have consequences that are empirically testable.”

Dementia Reconsidered, Tom Kitwood 1997
Intimidation
Withholding
Outpacing
Infantilization
Labelling
Disparagement
Accusation
Treachery
Invalidation

Disempowerment
Imposition
Disruption
Objectification
Stigmatization
Ignoring
Banishment
Mockery
Sustaining Personhood

Warmth
Holding
Relaxed pace
Respect
Acceptance
Celebration
Acknowledgement
Genuineness
Validation

Empowerment
Facilitation
Enabling
Collaboration
Recognition
Including
Belonging
Fun
How DCM can have an impact

- Reduce levels of ill-being and increase levels of well-being
- Reduce or eradicate staff generated examples of malignant social psychology
- Shift the focus of care to most dependent
- Provide a shared language & focus across disciplines and management
- Improve job satisfaction, decrease staff turnover
How can DCM be used?

• At an individual care-plan level - improve well-being and quality of life

• Group level – organisation of care that is person centred rather than task focussed

• Management level – resource allocation, training needs and staff development

• National level to improve the quality of person-centred care for people with dementia
What is SOFI?

- A derivative of DCM developed at the University of Bradford for inspectors of care environments
- A framework for observing and reporting the quality of care experienced by people who cannot communicate with us.
- It helps inspectors to understand and assess if people are getting good quality care, which meets their needs.
- It seeks to recognise and drive service improvement
How is SOFI used?

- Usually 2 hours of continual observation
- Communal areas
- Up to 5 people
- Evidence is always triangulated with other data
What inspectors observe

The three elements:

• The general state of observable well-being
• The level of engagement that the participants show
• The style of staff interaction
So what are we safeguarding with DCM and SOFI?

- Vulnerable individuals who may be unable to protect themselves against institutional abuse
- That care is being delivered to people with dementia by care workers who are trained and skilled
- That old cultures of care are challenged and eroded
Listening to people with dementia: self report can be problematic...

- Honesty about true feelings
- Problems remembering
- Time consuming
- May differ from the caregiver perspective!
- But a valuable way of finding out how a person feels about things
The risks of not hearing the voice of people with dementia

- Personhood is undermined by the presence of Malignant Social Psychology
- People are treated not as human beings, but as objects
- High risk of Institutional abuse

This raises clear and significant issues for safeguarding and the protection of vulnerable adults
Safeguarding for person centred care

• Is all of our business
• DCM – SOFI - Self reporting measures
• Can all ensure that people with dementia retain a voice and receive protection and support
Thank you for listening.

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