



Funded by the Australian Government
A service led by HammondCare

Dementia Support Australia

Supporting when behaviour impacts care

Marie Alford

Head of Dementia Professional Services, DSA
19/07/2022



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What is the difference between Dementia Australia and Dementia Support Australia?



- Peak body for people living with dementia and their carers
- Advocacy, information & support
- National Dementia Helpline (Mon- Fri 9 – 5)
- Dementia Prevention
- Research
- Carer Support



Dementia Support Australia is supported by funding from the Australian Government under the Dementia and Aged Care Services Fund.
Dementia Support Australia is a service led by HammondCare.

- Australian Government funded program (free)
- For anyone living with dementia where behaviour impacts on care
- Operates across at home, community, residential and acute settings
- On the ground support
- Proactive and reactive behaviour support
- Resources and guides (i.e. Behaviour Support Plans)
- 24/7 365 days Helpline

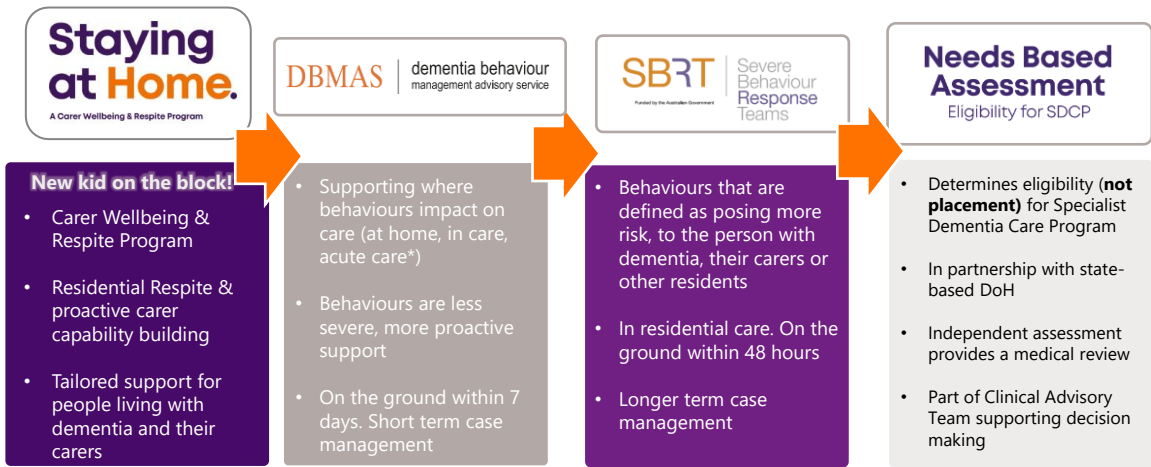
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DSA approach



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Biopsychosocial model of care

- Pain
- Loneliness
- Delirium
- Mood disorders
- Over/under stimulation
- Carer Approach

Identifies **causes** of behaviours that contribute to referrals, rather than focussing on symptoms.



Relies upon a detailed **psychosocial history**.

De-emphasises the importance of psychotropic medication

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Number of referrals

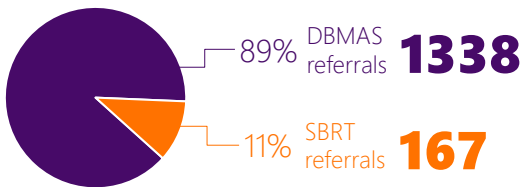
Northern Sydney PHN



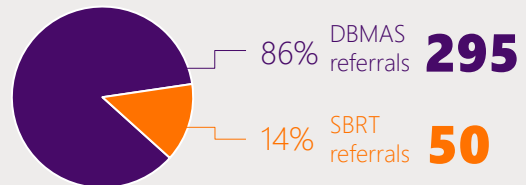
Western Sydney PHN:
of referrals

	3 years	6 months
DBMAS	962 (89%)	211 (91%)
SBRT	119 (11%)	22 (9%)

3 YEARS



6 MONTHS



Data period: July 2019 – June 2022

Data period: January – June 2022

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Source of referrals

Northern Sydney PHN

Top 3 referral sources



3 YEARS

	DBMAS	SBRT
1. RACH	82%	100%
2. Informal carer	6%	
3. Community	3%	

Data period: July 2019 – June 2022

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Western Sydney PHN:
#1 Referrer – RACH

	3 years	6 months
DBMAS	82%	84%
SBRT	100%	100%

6 MONTHS

	DBMAS	SBRT
1. RACH	81%	100%
2. Informal carer	6%	
3. Acute	3%	

Data period: January – June 2022



Reason for referral

Northern Sydney PHN

Top 3 primary behaviours



3 YEARS

DBMAS		SBRT	
1. Agitation	36%	1. Physical aggression	57%
2. Physical aggression	15%	2. Agitation	25%
3. Verbal aggression	12%	3. Verbal aggression	8%

Data period: July 2019 – June 2022

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Western Sydney PHN:
#1 Primary behaviour

	3 years	6 months
DBMAS	Agitation (34%)	Agitation (37%)
SBRT	P. aggression (69%)	P. aggression (100%)

6 MONTHS

DBMAS		SBRT	
1. Agitation	45%	1. Physical aggression	60%
2. Physical aggression	14%	2. Agitation	26%
3. Verbal aggression	11%	3. Verbal aggression	4%

Data period: January – June 2022









Reduction in behaviour

NSW

NPI data

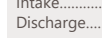
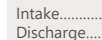
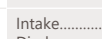
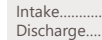
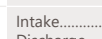
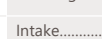
3 YEARS

DBMAS	Severity	Intake.....10.4 Discharge.....4.3		59% reduction
	Distress	Intake.....14.1 Discharge.....5.1		64% reduction
	Domains	Intake.....5.2 Discharge.....2.9		44% reduction
SBRT	Severity	Intake.....12.0 Discharge.....4.3		64% reduction
	Distress	Intake.....17.1 Discharge.....5.4		68% reduction
	Domains	Intake.....5.2 Discharge.....2.5		52% reduction

Data period: July 2019 – June 2022

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6 MONTHS

DBMAS	Severity	Intake.....10.3 Discharge.....4.1		60% reduction
	Distress	Intake.....13.9 Discharge.....4.8		65% reduction
	Domains	Intake.....5.1 Discharge.....2.7		47% reduction
SBRT	Severity	Intake.....11.5 Discharge.....4.3		63% reduction
	Distress	Intake.....16.2 Discharge.....5.2		68% reduction
	Domains	Intake.....4.9 Discharge.....2.5		49% reduction

Data period: January – June 2022

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Evaluating the Clinical Impact of National Dementia Behaviour Support Programs on Neuropsychiatric Outcomes in Australia

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⁶School of Public Health and Community Medicine, University of New South Wales, Sydney, NSW, Australia

Background/Objective: People living with dementia (PLWD) in residential aged care homes (RACHs) are frequently prescribed psychotropic medications due to the high prevalence of neuropsychiatric symptoms, also known as behaviours and psychological symptoms of dementia (BPSD). However, the gold standard to support BPSD is using psychosocial/non-pharmacological therapies. This study aims to describe and evaluate services and neuropsychiatric outcomes associated with the provision of psychosocial person-centred care interventions delivered by national multidisciplinary dementia-specific behaviour support programs.

<https://www.frontiersin.org/articles/10.3389/fpsy.2021.652254/full>

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Recent awareness campaigns – General Practitioners



Personalised, 24/7 support for changes in behaviour

Dear General Practice Manager,

As a general practitioner, dementia can be a complex condition to navigate, especially when those in your care need urgent help. That's why Dementia Support Australia (DSA) is here.

As a free national Commonwealth-funded service, DSA is the entry point for people living with dementia who are experiencing changes in behaviour. Our consultants help find the cause of behaviours and offer practical strategies to improve the quality of life for people living with dementia. We're here to help people experiencing mild to severe behaviours, at home or in residential care.

Proven in action

DSA has a proven track record of getting effective results for people living with dementia. Like Greg Simmonds. According to his partner, when Greg's condition worsened and started to change his behaviour, he became increasingly angry and aggressive. See what happened when Greg's GP, Dr Roger Fitzgerald referred him to DSA. See the full video to watch the full video.

You can also read about the effectiveness of DSA's support in the enclosed journal article.

Quick and easy referrals

Anyone can refer a person living with dementia – simply call or visit our website. To ease the referral process, have the following three key criteria ready:

1. Patient / carer consent
2. Dementia diagnosis or suspected dementia
3. Context around behaviours impacting quality of life.

There when you need us

Our team of dementia consultants can provide in person support, anywhere in Australia, within 7 days from triage. You can contact us by calling our 24-hour free helpline 1800 499 799 or Live Chat with one of our specialists on our website: dementia.com.au

Kind regards,




Manda
Head of Dementia Support Australia




DSA supports GPs and carers with advice and access to practical resources and guidelines.

By working together, we can improve the quality of life for people living with dementia and their carers by ensuring they receive the right support that is tailored to their needs.



See how we can help you support your patients

Dear General Practitioner,


Dementia can be a complex condition to navigate, especially when those in your care need urgent help. Dementia Support Australia (DSA) is here for you.

Free expert advice and support anywhere, anytime

DSA is the entry point for people living with dementia who are experiencing changes in behaviour – no matter where they are. We work with the person living with dementia and their carer to understand the causes of behaviours and offer practical strategies to improve people's quality of life – whether they're at home or in residential care.

Proven in action

DSA has a [proven track record of getting effective results](#) for people living with dementia. Like Greg Simmonds. [Watch Greg's story](#) to see what happened when he was referred to DSA.



See how we can help [Dementia in your care](#)

Quick and easy referrals


Anyone can refer a person living with dementia – simply call us or [visit our website](#). All you need is:

1. Patient/carer consent
2. Dementia diagnosis or suspected dementia
3. Context around behaviours impacting quality of life.

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DSA and Behaviour Support Plans



Behaviour Support Plans
Your essential guide


Developing the skills needed to understand and support behaviour is part of being a great carer.



Behaviour Management Guide

The guide helps you understand Behaviour Support Plans and put your BSP together.

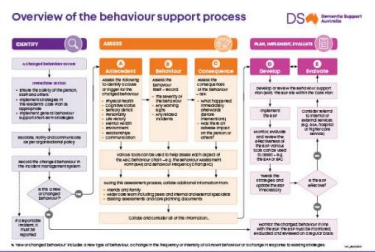
[View & Download Resource >](#)



All BSP Resources Bundle

This bundle contains all the BSP resources available in this site. Download it as a zip file.

[View & Download Resource >](#)



Overview of the behaviour support process

Behaviour Support Process Flowchart

The Behaviour Support Process Flowchart provides a comprehensive overview of how providers can respond to changed behaviour.

[View & Download Resource >](#)

<https://dementia.com.au/bsp>



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New Program – Commencing 2023

GP aged care psychotropic prescribing and deprescribing helpline

- An innovative pilot program commencing in 2022 in SA (with some scope for small pilots in NSW)
- Supporting GPs and primary care providers prescribing and deprescribing psychotropic medications for people with dementia across the aged care sector
- Responding to the recommendations of the Royal Commission
- Making clinical pharmacy and specialist advice accessible

Looking for feedback or involvement in the pilot dmckellar@dementia.com.au



Dr Duncan McKellar

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You can refer to DSA free. 24/7. Everyday. Anywhere.



Call us:
1800 699 799



Email us:
dsa@dementia.com.au



Visit us:
www.dementia.com.au



Live chat
accessible via the website

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