

BEHAVIOUR SCENARIOS

Distressed During Personal Care



Eva is helping Mrs Jones with her morning routine, including personal care. When Eva tries to brush Mrs Jones's hair, she suddenly grabs Eva's hair, pulling it hard.

Additional information

Since being discharged recently from the hospital, Mrs Jones, who has dementia, seems more confused than usual. She has previously become confused and agitated during personal care. She finds it challenging to understand what is happening and can react seemingly aggressively.



What happens next

Eva tries to remain calm and gently disentangles herself from Mrs Jones's grip, saying, "It's okay, Mrs Jones, I'm just trying to help you. Let's take a deep breath together."

After a couple of deep breaths, she suggests, "Okay let's try that again Mrs Jones". Eva glances up at the clock, conscious that her forty-minute allocation is rapidly running out.

"Stop it, you cow!" Shouts Mrs Jones, who again makes a grab for Eva's hair but instead misses and her fingernail scratches Eva's nose causing Eva to cry out in shock and pain.

Eva takes stock of the situation and then decides to stop the personal care and asks Mrs Jones if she wants a cup of tea, thinking that she is not going to finish any more personal care with her this morning and will report Mrs Jones's behaviour to the team leader later.

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What is likely to happen next?

What opportunities were there to do something differently?

What would you do to try and de-escalate this situation?