

Leadership Basics in Memory Care

Creating skills to build a strong culture in
memory care communities.

NCCDP In-service Toolkit



What is Leadership?

Leadership

- According to Oxford dictionary it is the action of leading a group of people in an organization
- More importantly, according to Author John Maxwell it also requires the ability to have the skills for others to want to follow you



What is Management?



Management

- According to Oxford dictionary it is the process of dealing with or controlling things or people
- This can be handled in different styles but may not accomplish as much as leadership

Why is strong leadership important in memory care?

- A key point person is identified that has the ability to model and guide others in carrying out quality care
- This person is the keeper of the culture and expectations that results in daily quality care of the residents living with memory loss



Leadership Considerations



Leadership

- It is more than a title
- It is a set of known or taught skills that prepare a person to guide, coach and provide direction to the team on all aspects of delivering excellent care
- It is many small actions through out the day that the team may observe as they say “Walks the talk”
- Review what leadership trainings are available through the organization you work for
- Gain input and feedback about how your team perceives you
- You can not change what you do not know

What is Servant Leadership?



Servant Leadership

- According to www.nsls.org Servant leadership is a style based in the desire to serve and give to your community. By putting the needs of others first you empower others to perform at their best. When your team sees your passion and commitment through your actions they want to be connected to you and open to your leadership.

Leadership Communication Basics



- Help your team know their “why” they do what they do
- Focus on the mission of the work they do in all meetings
- Start meetings with something positive or praise and share meaningful stories that help others connect when possible
- Host daily stand up or cross over meetings to share daily information
- Host weekly and monthly team meetings to share focuses, updates , praise and new in-service topics needed

Consider Having Mentor Staff



- Consider having mentors on the team who exemplify the actions you would like your care team to have who can show new hires not only the right way to do tasks but the right approach to utilize
- “We learn 10 % of what we read
- 20 % of what we hear, 30 % of what we see, 50% of what we see and hear, 70% of what we discuss, 80% of what we experience and 95% of what we teach others” – Unknown

Actions of Successful Leaders



- Effective communicator
 - Integrity
 - Self Aware
 - Ability to delegate
 - Collaborative
 - Resilient
 - Active listener
 - Respectful
 - Transparent
 - Courageous
 - Creative
 - Able to adapt
 - Confident
 - Innovative
-
- Does this describe you?

Teambuilding & Recognition



- Have opportunities for families and staff to give compliments for going above and beyond and share in meetings
- Teams that play together stay together , have a component of fun at staff meetings with ice breakers, get to know you questions or chances to team build
- Ask your team how they like to be recognized and honor them in a personalized way

Sample Memory Care Leader Day in the Life



8:30	Walking Rounds /check in with team /residents
9:00	Attend stand up meeting
9:30	Review email /administrative follow up
10:00	lead team huddle
10:30-12:00	Administrative follow up
12:00	Waking rounds /help at lunch / check with team/residents
12:30-1:00	Lunch break
1:00- 3:00	Administrative follow up
3:00	Lead team huddle
3:30-4:30	Administrative follow up
4:30	Walking rounds -check in before leaving

Jason

Employee Care Plan

Name:

Position:

How long have you worked in a helping profession:

Background/special certifications:

Special talents or interests:

Top facts you are willing to share about yourself: (family//hobbies/where you are from)

How do you like to be recognized? – thank you card, lunch, time off, bonus, gift card to:

Favorite candy

Favorite flower

Favorite drink

Favorite snack

Favorite fast food

Birthday:

What are your favorite high energy tasks you like to do at work?

What are your low energy tasks you wish you did not have to do at work?

If you have 15 minutes on your shift to help with activity programs, what would you prefer? _____

What would you be interested in doing with your residents?

____ walking ____ baking ____ singing ____ reading ____ do nails ____ crafts

____ hand massage ____ exercise ____ bible study ____ trivia ____ coffee hour

Other: _____

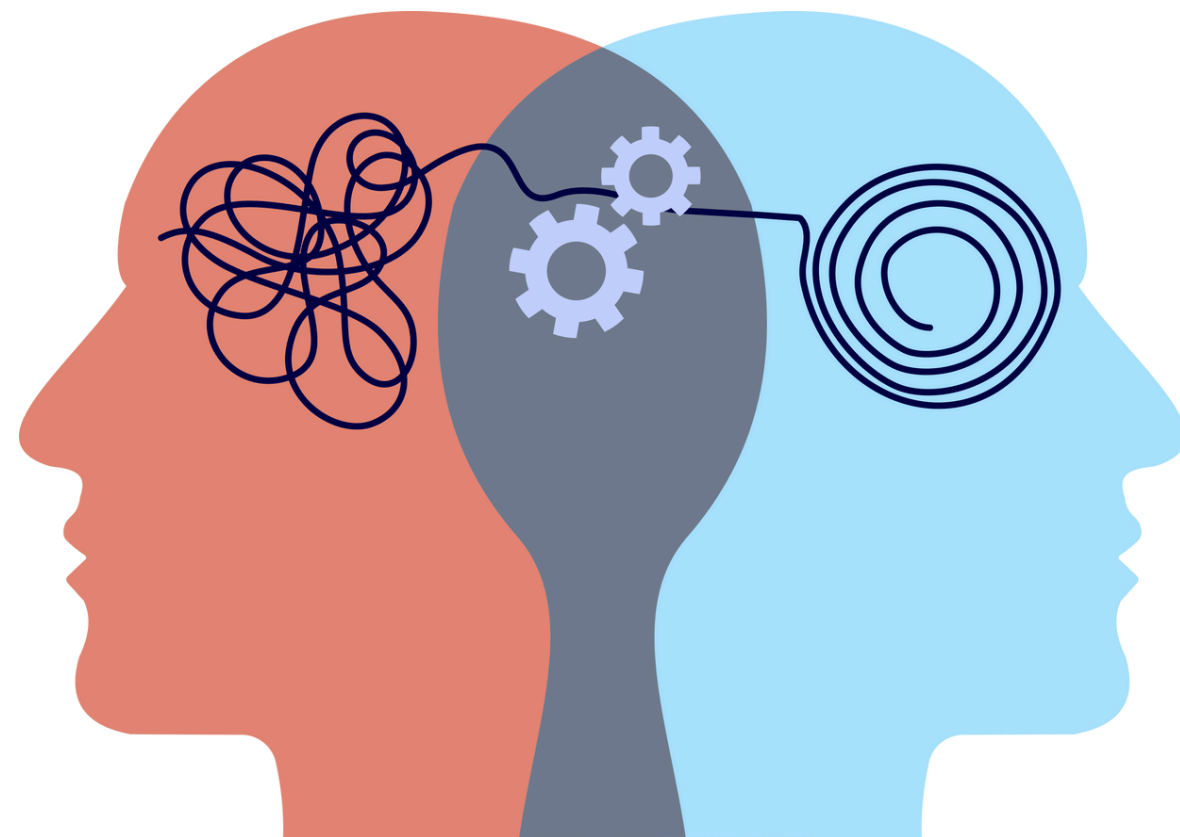
1-1 you would do _____ with who: _____

Key Takeaways



- A quality memory care program needs an identified leader that the team can go to for guidance
- Leadership in memory care is vital to have smooth daily operations
- Seek resources, training and input about your current leadership to grow and be able to better serve your team
- Attend conferences, educational opportunities to continue to grow in your dementia care skill set

Certifications & Additional Information



National Council of Certified Dementia Practitioners (NCCDP)

www.nccdp.org

- ADDC Alzheimer's Disease and Dementia Care curriculum
- CDP Certified Dementia Practitioner
- CADDCT Certified Alzheimer's Disease and Dementia Care Trainer
- CDCM Certified Dementia Care Manager
- CDSGF Certified Dementia Support Group Facilitator
- CFRDT Certified First Responder Dementia Trainer

International Council of Certified Dementia Practitioners (ICCDP)

www.iccdp.net

- CMDCP Certified Montessori Dementia Care Professional
- CDP Certified Dementia Practitioner