

# Social Regulatory Standards

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**Residential Services  
for Persons Living with Dementia  
in Homes for Senior Citizens**

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## INTRODUCTION TO THE GUIDELINES

These Standards establish the level of the service that is expected to be delivered by service providers in line with the Principles of the Social Regulatory Standards for Residential Services for Senior Citizens. The aim of this set of Social Regulatory Standards is to ensure that persons living with dementia in Residential Care Homes for Senior Citizens receive the best possible care. These Social Regulatory Standards define the responsibilities of residential service providers towards all residents living with dementia, in any area of the residential care home and irrespective of their stage of dementia.

Persons living with dementia are also to be afforded the same rights provided to persons in residential care homes who have not been diagnosed with dementia. Consequently, when providing residential services to persons living with dementia, this set of Social Regulatory Standards shall apply in conjunction with the Social Regulatory Standards for Residential Services for Senior Citizens, issued by this same Authority.

## **PRINCIPLES ON WHICH THE STANDARDS AND GUIDELINES ARE BASED**

These Social Regulatory Standards are being established on the understanding that persons living with dementia in residential care homes have the same right to quality care as residents without dementia. The principles established in the Authority's Social Regulatory Standards for Residential Services for Senior Citizens also apply to these residents. However, they also have the right to additional safeguards in view of their circumstances. With these Standards, an understanding is established that residents living with dementia will live in an environment which is safe and appropriate for their needs, with adaptations if required. Furthermore, service providers are to ensure that each person living with dementia is represented by someone who can make decisions on their behalf if they are unable to do so, and that those caring for them will be adequately trained to meet their needs.

## GLOSSARY

|                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>“Act”</b>                              | means the Social Care Standards Authority Act (Chapter 582).                                                                                                                                                                                                                                                                                                                                                                             |
| <b>“Authority”</b>                        | means the Social Care Standards Authority (SCSA) as established by virtue of article 5 of the Social Care Standards Authority Act (Chapter 582).                                                                                                                                                                                                                                                                                         |
| <b>“Challenging behaviour”</b>            | means behaviour of such an intensity, frequency, or duration exhibited by residents that is triggered by intrinsic or extrinsic factors, that has the potential to cause physical, emotional and/or psychological harm to the residents themselves or other persons around them. This behaviour is likely to limit or deny access to certain services or facilities without adequate support.                                            |
| <b>“Competent person”</b>                 | means a person or entity who has the appropriate theoretical and/or practical knowledge and/or experience which render him capable and/or authorised to implement specific activities, in accordance with national legislation, standards or directives issued by the applicable authorities.                                                                                                                                            |
| <b>“Legally appointed representative”</b> | means a person that may be nominated by the resident to be kept informed about the resident’s personal affairs and take decisions or act on the resident’s behalf. Such persons cannot be part of the management or staff of the service provider. The residents may also be assigned a guardian by the Guardianship Board. In this case, certain decisions shall be taken by the guardian in accordance to the Civil Code (Chapter 16). |

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|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>“Management”</b>                  | means persons who act on behalf of the service provider to provide leadership to staff and to supervise and control the proper functioning of services offered to the residents.                                                                                                        |
| <b>“Performance indicator”</b>       | means an active description of what service providers need to do to ensure service outputs that support the quality indicators.                                                                                                                                                         |
| <b>“Personal care plan”</b>          | means a document that is based on a holistic assessment of the resident that specifies how the resident’s needs and aspirations are going to be met. This document shall also include the resources required to meet the resident’s continuous and long-term needs.                     |
| <b>“Person living with dementia”</b> | means a person diagnosed with dementia by a competent person. The person may experience cognitive impairment, language barriers or communication difficulties due to progression in dementia, which necessitates holistic care managed on a long-term basis in a residential care home. |
| <b>“Quality indicator”</b>           | means a statement that sets out the requirements to achieve compliance with a Standard.                                                                                                                                                                                                 |
| <b>“Resident”</b>                    | means a person living with dementia who enters into an agreement with a service provider to live in and make use of services offered by a residential care home.                                                                                                                        |
| <b>“Residential care home”</b>       | means an accommodation which provides personal care and support services to persons who are living with dementia.                                                                                                                                                                       |

**“Service provider for persons living with dementia”**

means a person or an organisation that provides and operates a residential care home and associated services to persons who are living with dementia on a long-term basis. The service provider shall fulfil any contractual obligations in force that may apply to them.

**“Staff”**

means a person engaged by the service provider for persons living with dementia, wherein one of the person’s responsibilities is to provide individual and group support and care. Staff members may also assume administrative duties simultaneously with their caring roles. Staff members working in the administration of an organisation or a centre shall supervise the planning and implementation of organisational plans and actions and the enforcement of rules and procedures.

## **STANDARD 1:**

### **LEGAL REPRESENTATION**

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#### **STANDARD STATEMENT:**

This Standard aims to ensure that persons living with dementia residing in a residential care home for senior citizens have a legally appointed representative who can be involved in their care and who promotes their interests.

#### **QUALITY INDICATOR:**

1. The service provider for persons living with dementia in homes for senior citizens shall ensure that each person living with dementia has a legally appointed representative and that this person shall be involved in all aspects of care for the said person living with dementia.



## QUALITY INDICATOR 1

**1.0 Quality Indicator:** The service provider for persons living with dementia in homes for senior citizens shall ensure that each person living with dementia has a legally appointed representative and that this person shall be involved in all aspects of care for the said person living with dementia.

## PERFORMANCE INDICATORS:

The service provider for persons living with dementia in homes for senior citizens ensures that:

- 1.1 The management and staff shall ensure that persons living with dementia in homes for senior citizens have a legally appointed representative in place.
- 1.2 The management and staff shall establish the person living with dementia's current level of understanding and that the legally appointed representative is always present and/or in communication when discussing preferences about their care. Residents should be involved in all decision making if they have the capacity to do so.
- 1.3 The staff shall report in writing any resident's or legally appointed representative's refusal of any treatment detailed in the personal care plan and this shall be signed by the resident or their legally appointed representative, and management.

## **STANDARD 2:**

### **RESIDENTS' PERSONAL HEALTH AND MEDICAL CARE**

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#### **STANDARD STATEMENT:**

This Standard ensures that the service provider for persons living with dementia in homes for senior citizens has in place additional safeguards to protect the health of residents.

#### **QUALITY INDICATORS:**

1. The residents shall be supported to eat and drink in a safe manner.
2. The service provider for persons living with dementia in homes for senior citizens shall supervise residents' health needs and ensure that they are able to access healthcare adequately and conveniently.
3. The service provider for persons living with dementia in homes for senior citizens shall ensure that medication to manage challenging behaviour is used responsibly.

## QUALITY INDICATOR 1

**1.0 Quality Indicator:** The residents shall be supported to eat and drink in a safe manner.

### PERFORMANCE INDICATORS:

The service provider for persons living with dementia in homes for senior citizens ensures that:

- 1.1 The management and staff shall provide plain, and colour-coded and adapted cutlery and crockery to the residents during mealtimes. Colours of cutlery and crockery shall contrast with the table.
- 1.2 The residents are assisted to make their own personal food choices by the management and staff.
- 1.3 The staff shall ensure that during mealtimes, the resident is in a safe and secure environment, in a well-lit room, with less distractions and the table is kept in a familiar setting.
- 1.4 The management and staff shall ensure that any feeding equipment (such as divided plates) required is provided following a needs-based assessment and recommendation by a competent person.
- 1.5 The staff shall ensure that residents are kept hydrated. Residents shall have access to potable water at all times and at no extra cost.
- 1.6 Residents identified as being at risk of choking should be supervised during meals.

## QUALITY INDICATOR 2

**2.0 Quality Indicator:** The service provider for persons living with dementia in homes for senior citizens shall supervise residents' health needs and ensure that they are able to access healthcare adequately and conveniently.

## PERFORMANCE INDICATORS:

The service provider for persons living with dementia in homes for senior citizens ensures that:

- 2.1 The management shall ensure that the resident's personal care plan acknowledges their dementia and indicates any changes in their care which reflect the different stages of dementia as required.
- 2.2 The management shall ensure that the resident and their legally appointed representative shall be kept informed of the medications which the resident is receiving and of any changes in medication.
- 2.3 The management shall ensure that residents receive regular health checks carried out by a competent person at least every three (3) months or as may be required.
- 2.4 The management and staff shall ensure that the residents are assessed for pain and shall be vigilant for signs of pain. If the presence of pain is suspected, the resident shall be assessed by a competent person/s and the necessary treatment initiated.
- 2.5 The staff shall ensure that if the resident wears dentures, these are properly fitted and regularly cleaned and inspected.
- 2.6 The management shall ensure that when a resident is admitted to hospital, they are accompanied by a member of staff, and that all relevant information is communicated to hospital staff.

## QUALITY INDICATOR 3

**3.0 Quality Indicator:** The service provider for persons living with dementia in homes for senior citizens shall ensure that medication to manage challenging behaviour is used responsibly.

## PERFORMANCE INDICATORS:

The service provider for persons living with dementia in homes for senior citizens ensures that:

- 3.1 The management shall ensure that a procedure for the use of medication to manage challenging behaviour is drawn up and reviewed at least on an annual basis by a professional trained in dementia management and care. Staff shall be made aware of this procedure and use it accordingly.
- 3.2 Staff should be appropriately trained to manage situations which may trigger challenging behaviour and de-escalate these such that the use of physical and/or chemical restraint is minimised and not encouraged.

## **STANDARD 3:**

### **PHYSICAL ENVIRONMENT**

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#### **STANDARD STATEMENT:**

This Standard promotes rights that ensure that the environment is engaging, welcoming, familiar, pleasant and conducive towards the needs of the residents.

#### **QUALITY INDICATORS:**

1. The service provider for persons living with dementia in homes for senior citizens shall ensure that the location and the layout of the residential care home and all its external grounds shall be appropriate for persons living with dementia.
2. The service provider for persons living with dementia in homes for senior citizens shall ensure that adaptations are in place which allow residents to orient and navigate in their environment.

## QUALITY INDICATOR 1

**1.0 Quality Indicator:** The service provider for persons living with dementia in homes for senior citizens shall ensure that the location and the layout of the residential care home and all its external grounds shall be appropriate for persons living with dementia.

## PERFORMANCE INDICATORS:

The service provider for persons living with dementia in homes for senior citizens ensures that:

- 1.1 The service provider for persons living with dementia in homes for senior citizens shall ensure that floors, walls and soft furnishings do not have patterned designs.
- 1.2 The service provider for persons living with dementia in homes for senior citizens shall ensure that access doors are of a different colour than the wall.
- 1.3 The service provider for persons living with dementia in homes for senior citizens shall ensure that tile colour and patterns are kept the same between rooms\*.
- 1.4 The service provider for persons living with dementia in homes for senior citizens shall ensure that the internal layout shall reduce any physical barriers to allow safe ambulation. Wooden grab rails that are easy to grip shall be present along corridors to promote support during mobility.

\* Mandatory only for all new builds, first time licences, extensions and refurbishment of residential care homes which have a dementia-specific area.

- 1.5 The service provider for persons living with dementia in homes for senior citizens shall ensure that the latest assistive technology shall be used to allow free movement of residents whilst ensuring that staff are aware of their whereabouts at all times. Informed consent for the use of any assistive technology should be sought from the resident where possible. If this is not possible, informed consent should be obtained from the legally appointed representative.
- 1.6 The management and the staff shall be guided by the advice of professionals such as Occupational Therapists and Physiotherapists in order to ensure that the residential care home is appropriate for persons living with dementia.
- 1.7 The management and the staff shall be guided by professionals to promote the use of assistive technology, aids and adaptations for residents as required.



## QUALITY INDICATOR 2

**2.0 Quality Indicator:** The service provider for persons living with dementia in homes for senior citizens shall ensure that adaptations are in place which allow residents to orient and navigate in their environment.

### PERFORMANCE INDICATORS:

The service provider for persons living with dementia in homes for senior citizens ensures that:

- 2.1 No mirrors or any reflecting doors are present in residents' bedrooms.
- 2.2 The colour red is avoided in residents' bedrooms and used with caution in common areas which are frequented by persons living with dementia.
- 2.3 The residents' bedrooms shall be easily identifiable from the outside.
- 2.4 Residents shall be allowed to display personal memorabilia that serve as orientation cues to help identify bedrooms.
- 2.5 Safety measures should be in place to ensure that dangerous zones and objects are inaccessible to residents who walk with purpose.
- 2.6 The layout of the residential care home shall be designed with a view to minimise the amount and the length of corridors which residents must pass through\*.
- 2.7 The layout of the residential care home shall have minimal repetitive elements, objects and patterns to facilitate way finding for residents\*.
- 2.8 Door handles shall be such that do not require tight grasping or twisting of the wrist.
- 2.9 Lettering of signs shall be enlarged and there shall be contrast between the signage, its mounting and background.

\* Mandatory only for all new builds, first time licences, extensions and refurbishment of residential care homes which have a dementia-specific area.

## **STANDARD 4:**

### **SERVICE QUALITY MANAGEMENT**

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#### **STANDARD STATEMENT:**

This Standard promotes rights that ensure that the service provider for persons living with dementia in homes for senior citizens shall be accountable to deliver quality service and support based on competency and continuous improvement.

#### **QUALITY INDICATOR:**

1. The service provider for persons living with dementia in homes for senior citizens shall ensure that the residential care home is managed by a competent person who employs staff who are adequately trained to work with persons living with dementia.

## QUALITY INDICATOR 1

**1.0 Quality Indicator:** The service provider for persons living with dementia in homes for senior citizens shall ensure that the residential care home is managed by a competent person who employs staff who are adequately trained to work with persons living with dementia.

## PERFORMANCE INDICATORS:

The service provider for persons living with dementia in homes for senior citizens ensures that:

- 1.1 The residential care home's manager shall demonstrate that s/he has undertaken periodic training as part of continuous professional development including training in caring for persons living with dementia so as to enhance knowledge, skills and competences, whilst managing the residential care home.
- 1.2 The management shall ensure that staff who directly work with and support persons living with dementia in homes for senior citizens shall have advanced training on supporting persons living with dementia.