

Over recent weeks we have heard about the impact of isolation on individuals living with dementia, and how this presents a challenge to their quality of life. The 'Enriched Model of Psychological Needs' helps to explore needs in a person-centred way, resulting in better outcomes. The most enhanced experiences address all five needs. This poster explains what these needs are, and some ideas on how these could be met. Remember, these psychological needs apply to all of us, so we have included some examples of how using them can result in better outcomes for professional carers and relatives too.



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## Enriched model of psychological needs

Need	What is it?	What might help meet this?
Comfort	The need for both physical and psychological comfort, gained through practical and emotional support. Feelings of calm, warmth and security.	<ul style="list-style-type: none"> <li>I can access the toilet when I need.</li> <li>I can access food and drink when I want.</li> <li>People recognise my emotions and support me in a way that validates these.</li> <li>People listen to me and respond to what I say.</li> <li>I have access to familiar objects which help me to feel safe.</li> <li>I am able to spend my time in different places, including outside, if it is safe for me to do so.</li> <li>People can recognise if I am becoming overwhelmed and help me to work through things.</li> </ul>
Inclusion	Having a sense of belonging and connection with others. Having your uniqueness valued through acceptance of your individuality. Experiencing fun.	<ul style="list-style-type: none"> <li>People who are important to me are kept up-to-date about how I have been spending my time and how I am feeling.</li> <li>If I am feeling distressed, I know my family will be supported to visit me and spend time with me.</li> <li>I am not secluded from others if there is no justifiable reason for this to happen.</li> <li>I can spend time with others who have similar interests as me.</li> <li>People recognise when I am feeling lonely and help me to feel connected.</li> </ul>
Identity	Having a sense of continuity with the past. Different experiences shape who we are, and we are respected. The right to express thoughts and feelings linked to choices and preferences.	<ul style="list-style-type: none"> <li>I have access to things which are important to me, people take an interest in these, and talk to me about them.</li> <li>I am supported to engage in activities that validate who I am.</li> <li>I am supported to be an active member of my home community and provided with opportunities to contribute.</li> <li>People recognise I have desires and wishes and help me achieve these.</li> <li>I am respected as a unique individual and supported to express myself.</li> </ul>
Occupation	This is not solely the job someone has done, but the roles they have undertaken throughout their life, for instance: <ul style="list-style-type: none"> <li>parent</li> <li>uncle or aunt</li> <li>son or daughter</li> <li>teacher</li> <li>nurse.</li> </ul>	<ul style="list-style-type: none"> <li>I am supported to be active throughout the day.</li> <li>I can go for a walk around the home, and gardens, if it is safe for me to do so.</li> <li>My day has meaning and I feel fulfilled by how my time is spent.</li> <li>If I need to spend time away from others, I am still provided with opportunities for meaningful engagement, while also feeling included.</li> <li>People support me to engage in activities which relate to not only my job, but the roles I have.</li> </ul>
Attachment	Being recognised and valued as a unique person. Being able to have relationships based on genuine partnership. Being able to feel close to others.	<ul style="list-style-type: none"> <li>People recognise that I am missing those who are important to me and give me support to stay connected.</li> <li>I can spend time with other people if it is safe for me to do so.</li> <li>People are genuinely interested in my wellbeing and help me to feel fulfilled.</li> <li>People who are important to me can visit if I am feeling distressed.</li> <li>People think creatively about ways that help me feel connected to others.</li> </ul>

Staff spent time talking with Mark about his partner Rob and their nieces Heather and Lily. Staff discovered from these chats that Mark and Rob used to bake with their nieces when they were younger. Mark was a pastry chef. Staff arranged with Mark's partner and nieces to do a video call so they can do some baking together. Staff said it was great to hear them all laughing, and the cake was 'amazing'.

The home where Claire is a carer was recently featured in the local media because of residents dying from suspected COVID-19. Claire was very upset about this, because she has been working hard to meet people's needs and had close relationships with some of the residents. Claire spoke about this with her colleagues and found that many of them were feeling the same. Managers now support the team to talk about their feelings, and access counselling if needed.

Staff noticed that Sophie was experiencing increased distress recently. After an assessment, they discovered she had delirium linked to a urine infection. To help Sophie during this time, staff arranged for her daughter, Beth, to spend some time in the home with her. The staff supported Beth to put on and take off the required PPE. Sophie and Beth spent time in Sophie's room talking about what her grandchildren had been doing, using photos from Beth's phone. This helped Sophie to feel more relaxed.

David's wife lives in a care home and he is not able to visit her. He misses her terribly, particularly as he would visit her every day, and help around the home. Through talking with David, staff became aware of how much this was affecting him. They arranged a brief daily call at the time he would normally visit. During the call, staff give him meaningful information about what his wife has been doing. Sometimes they also arrange a video call.

Although these needs are linked to good psychological outcomes for people using services, they are equally important for relatives and staff. We know staff are working extremely hard in some difficult situations. It is important to know that they are not alone. We encourage staff to talk about how they are feeling, or access <https://www.promis.scot/> for resources and helpline information to support good mental health. Many relatives have found it helpful, and gained support from the Alzheimer's Scotland helpline: **0808 808 3000**.

