

### The Client

*Roberta was big: Big personality. Big triggers. Big woman. And that meant big challenges for her home care agency.*

*Nearing 100 years old, Roberta lived at home alone and needed 24/7 care. As her dementia progressed, the agency's Staffing Managers were spending so much time replacing caregivers on Roberta's schedule, their morale was suffering and they couldn't devote enough attention to their other clients. And with such a sizable, confused and sometimes violent client, the agency was rightfully concerned about the safety of their team. The consistency of care they could offer Roberta was also suffering due to the revolving door of caregivers who simply could not handle her triggers, needs and physical demands.*

*The agency knew they couldn't give Roberta the care she deserved, but they wanted to do right by her and her family. They couldn't fire her, they wouldn't lower their standard of care—but they weren't equipped with the training, caregivers and specialists she required. They needed an expert to step in and handle Roberta's dementia-related challenges. So they referred her family to Tender Rose.*

### The Challenge

Roberta wasn't an easy dementia case. She often became agitated and physically aggressive. She was also a fall risk—and because of her size, if she went down, so did her caregiver.



Roberta's previous agency had tried numerous times to get her son to implement necessary changes to address their concerns, but he was resistant and would impede their efforts. After enlisting the help of the rest of her family, establishing credibility with our dementia expertise, and getting everyone on the same page about the importance of making changes to improve Roberta's quality of life, we started to gain traction. With persistence, perseverance and a lot of communication, we were able to intervene and finally make adjustments to her care plan which yielded positive results.

### The Solution

We knew Roberta would be a challenging case, so we gathered our best team to determine our action plan. Our first step was to identify her triggers.

We noticed that female caregivers seemed to upset Roberta. The home care agency had been sending in petite women, who sparked anxiety and were physically incapable of handling her aggression. We staffed her case with strong male Memory Care Professionals and noticed her agitation drop.

Another trigger was clutter, which felt to Roberta like chaos and decreased her ability to focus and keep track of objects. We rearranged her living area and cleared the clutter, resulting in a simplified, tidy environment that reduced her agitation even further.

We also organized Roberta's wardrobe and medications, both of which were in disarray. When we noticed her too-small clothing was uncomfortable, we asked her sons to buy her clothes that fit. We also rearranged her medications so our Memory Care Professionals would have absolutely no doubt about what pill should be taken when.



Most importantly, we spent time with Roberta discovering the things that brought her joy and meaning, like waving at neighbors, watching silly cat videos and listening to music. When her agitation was reduced and her engagement was increased, she was like a different person.

## The Outcome

Our industry is not in competition with each other: we're a community established to help people. Roberta's home care agency realized that they weren't staffed with the dementia care specialists she needed—but we were. We stayed with Roberta for the last year of her life until she peacefully passed away at home. Her sons knew they had done everything they could for her. And her home care agency knew they had too.

**If your challenging dementia client is injuring your caregivers, causing good caregivers to quit your agency, overwhelming your office staff, or impacting the quality of care you can provide to your other clients, call Tender Rose. We can help.**

Call (415) 340-3990 or visit [www.TenderRose.com](http://www.TenderRose.com)

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