

The Client

Mary's father was sitting right in front of her, but he wasn't really there. Ever since his wife died, Mr. Jones's vascular dementia was getting worse. His diabetes was out of control, thanks to a daily diet of fruit juice and fast food. He'd had over \$100,000 stolen in lottery scams. And he wouldn't—he couldn't—acknowledge that he needed help. But Mary knew her dad needed help badly.

The Challenge

Mary turned to Mr. Jones's doctors who recommended home care. She did her research, scoured the Internet, called the respected agencies, listened to the experts. Mary did everything right. But the "experts" turned out to be wrong.

The agency sent a young caregiver with no training in dementia care. Mr. Jones chewed up the woman in 15 minutes and sent her home. A retired Army vet and truck driver, Mr. Jones wouldn't stand for a stranger walking into his home and telling him to take a shower. He cycled quickly through the revolving door of agency caregivers, firing every single one.

Mary returned to the experts, who said she had a couple of choices. She could put her dad in a facility, where she wouldn't have to worry about his wellbeing. (No one would judge her, they said. She's a single mom in a high-profile, high-stress job, after all. She needs to focus on her own life.)

Drugs were another option. Sedating people with dementia solves some issues, purely because the person sleeps all day. There's no quality of life, but at least there is life. That wasn't enough for Mary.



The Solution

Mary finally found a consultant who sent her to Tender Rose, where we introduced her to our unique approach to overcoming refusal of care.

Working together, we identified a Memory Care Professional we thought would click with Mr. Jones. Much like a blind date, a good match depends on biases, chemistry, shared interests, experience, language fluency, and personality type.

When we found the right MCP, Gloria, Mary helped set her up for success, providing information about her dad's background and life: how he loves the 49ers, San Francisco politics, and walks around Lake Merced. Mary's insight also armed Gloria with a convincing cover as she worked to become familiar to Mr. Jones: She was simply a Medicare-covered medical professional there to check his blood glucose levels.



This therapeutic storytelling, designed to circumvent a negative and potentially catastrophic reaction, meant that when Gloria showed up, she wasn't a stranger and she wasn't being paid—two important issues that often come up for people with dementia.

From there, we continued to tackle one problem at a time, from exercise to diet, medication to grooming. Simultaneously, we focused on person-centered, activity-based care that helped bring joy and meaning back to Mr. Jones.

The Outcome

Our approach radically improved Mr. Jones's—and his daughter's—quality of life. We were able to transition into routine care, which continued for years. We built a solid team of MCPs that Mr. Jones accepted, who worked together to help him maintain dignity and independence in the comfort of his own home.

Mary fought for her father and won. She thought she'd have to say goodbye to the dad she'd known. Instead, she got to welcome him back.

If someone you know with dementia is refusing care, needs medical help or has no quality of life, call us. We'll help you find a solution.

Call (415) 340-3990 or visit www.TenderRose.com

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