Caregiving and Dementia:

Engaging in Early Conversations to Prevent and Resolve Conflict
Caring for someone with dementia or Alzheimer's is challenging.
The Failure to Talk and Discuss Concerns, Needs, Frustrations and Values, is a Recipe for Conflict
EVERYONE HAS A STORY
Conflict Leads to:

- Stress
- Healthcare issues
- Elder abuse
- Irreparably broken family relationships
Kupuna Pono is a program designed to help families talk about difficult issues and create plans to support elderly family members.
When families plan and work together,
The elder member and the caregiver are supported.
Kupuna Pono Balances Independence With Safety
Guiding Values

- Respect
- Self Determination
- Empowerment
- Informed Consent
- Confidentiality
- Impartiality
Families who don’t talk and plan frequently end up in conflict.

Conflict can lead to the isolation of the elder member, the caregiver or both.
MEDIATION IS A PRIVATE PROCESS

That Helps the Participants in Conflict

Focus on key issues
Listen to one another’s perspectives

Negotiate agreements that meets everyone’s needs
Mediation is a Process

Open

Talk Story

Talk Story

Negotiate

Negotiate

Agreement
The Mediator

- Is impartial
- Uses active listening skills
  - Asks questions
  - Identifies needs
- Develops rapport
- Assists in negotiation customized agreements that work for the participants
Ideally, families should talk early and keep talking.
Helps families talk and create family plans that supports the needs of the elder family member.
FAMILY CONFERENCING

PRE-PLANNING IS KEY TO:

- Identify the purpose of meeting

- Prioritize the key issues
  - What phase is the family at?
  - Are there legal issues involved?
  - What resources have they accessed
  - What resources do they need to access first?

- Learn about the family culture
During the Meeting

- Ensure everyone participates
- Provide private family time
- Capture the group memory
  - Strengths
  - Concerns
  - Needed resources
  - The plan
  - Next steps
### FAMILY PLANS SHOULD BE UPDATED AT ALL STAGES

**VULNERABLE KUPUNA**
- Create a family support system
- Identify strengths of the Kupuna & the family
- Identify concerns of Kupuna and Family members
- Identify resources to address concerns
- Create an action plan to address concerns & build on strengths

**DEPENDENT KUPUNA**
- Review current needs of Kupuna
- Review strengths of family & identify current roles of family members in supporting and/or caring for the Kupuna’s needs
- Identify additional resources needed
  - In-home care/Assisted living
  - Power of attorney/trustee
  - Financial planner
  - Geriatric Physician
  - Assistive technology for home or Kupuna
- Create a plan with a role for all family members

**END OF LIFE**
- Review needs of Kupuna
  - Medical
  - Equipment
  - Support
- Identify resources to support needs
- Create a transition plan
  - Where Kupuna will reside
  - Who will be the contact for medical support
  - How cost of care will be managed
  - Visitation and social support
  - Sale of home and/or removal of furniture & other household items
Mediation & Family Conferencing

- Preserves family relationships
- Maintains the dignity of the older person
- Clarifies the real issues and interests of all the parties
- Enhances family communication and collaboration
- Develops plans to share decision making and care giving responsibilities
- Incorporates professionals and outside resources to create flexible, realistic plans
- Helps family members gain an appreciation of each other's perspectives/concerns
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To Schedule a Mediation or Family Conference

Call 521-6767 or go to www.mediatehawaii.org