



Contributor:

Sarah Matas

Health Services Administrator



The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

For more information contact:

Zohra Sirat, Project Manager, CAST
zsirat@LeadingAge.org
(202) 508-9438
LeadingAge.org/CAST



Reducing Antipsychotics and Depression through Person-Centered Engagement

Categories

Reduce Social Isolation
Reduce Depression
Reduce Use of Antipsychotics
Increased Quality of Life

Organization Name

Kendal at Longwood

Organization Type

Life Plan Community (formerly known as a CCRC)

Organization Description

Kendal-Crosslands Communities is a non-profit Life Plan Community located on a 500-acre arboretum. Kendal at Longwood, along with its' sister community Crosslands, offers a full continuum of services including apartments and cottages for 280 residents living independently, 62 residents in Personal Care and 53 residents living in a skilled nursing setting.

Project Description

Kendal at Longwood has implemented person-centered engagement strategies that have resulted in decreases in antipsychotic drug use and a decrease in depressive symptoms for residents. Their strategy includes an interdisciplinary behavioral health team, support groups and monthly Memory Cafés to combat the stigma associated with memory loss, robotic pets, Linked Senior, and art-based therapy. This work builds on the Untie the Elderly program, begun at Kendal-Crosslands in 1986, which led to federal regulations in 1990 that required nursing facilities to consider the use of restraints on the well-being of older adults.

Socialization Modality

Art, Music, Facilitated Communications and Conversations, Interactive Linked Senior programs and Companion Robots.

System Embodiment

Tablet, Smart TV, Desktop Computer, Laptop Computer, Smartphone, Robot

Business Model

Standard of Care

Implementation Approach

1. Reduce antipsychotics by meeting bi-weekly with an interdisciplinary behavioral health team that includes nurses, social workers, life enrichment partners and certified nursing assistants. Using an online tool called [The DICE Approach](#), the primary caregivers describe the behavior that is problematic, making sure to describe the context of the behavioral expressions. Then the team investigates possible causes, which can include pain to medication side-effects to poor sleep hygiene. Once a thorough investigation has led to potential causes and some solutions, a care plan is created that is responsive to any physical needs while recognizing the need for consistent interventions across the entire care team. The last step involves evaluating what works and making needed adjustments.
2. Kendal at Longwood strives to normalize memory loss across the community, thereby reducing social isolation and depression. Routine support groups for those with Memory Loss and their caregivers occur monthly, as does a Memory Café. The Memory Café is a “safe space” for those with memory loss and includes time for socialization as well as occasional presentations by members. A recent presentation by a resident with memory loss on the art he still creates led to a communal project enjoyed by all participants.
3. Art-based therapy and music therapy are important components of their person-centered engagement strategy. Kendal at Longwood participates in the Music and Memory project and employs two music therapists. With a generous grant from Kendal Charitable Funds, the community has started a dance and movement therapy project that is teaching

staff and independent living residents how to lead sessions in the Health Center. Kendal also offers an 8-week mindfulness and meditation program that uses YouTube videos highlighting meditation teachers from various spiritual traditions around the world. These sessions are held in the Health Center so that residents from all levels of care can participate.

4. Utilization of Linked Senior to enhance Life Enrichment programming. Life Enrichment staff use Linked Senior content as a springboard for conversation and storytelling among residents. A recent segment featuring amusing animal videos led to great reminiscences!
5. For those residents who are interested, robotic pets are made available. Real animals are also a part of the engagement process and a highlight of every summer is the Annual County Fair with goats, rabbits, ponies and a host of other creatures.

Outcomes

1. **Reduce Use of Antipsychotics:** Kendal at Longwood’s latest CASPER report showed that in 2013 a baseline of 11.3% antipsychotic use was occurring at the community. In 2017, usage dropped to an average of 3.9%.
2. **Reduce Social Isolation:** Our model, based on the belief that human life is sacred and that all people regardless of age, health, economic status or other circumstances are equal, has led to our practice of providing fully integrated care settings for all residents, including those with memory loss.
3. **Reduced Depression:** For the last quarter of 2017, Kendal at Longwood found that the percentage of long-stay residents reporting depressive symptoms dropped to 0% and averaged only 1.7% for the year.
4. **Increased Resident Engagement and Satisfaction:** Linking resident interests with activities tailored to those interests—through the use of Linked Senior—has led to increased daily engagement with fellow residents. Group use of video games from sources like Linked Senior (Hangman, Jeopardy) bring the residents together for shared puzzle solving experiences. Residents who may not have met make new friends during these sessions.

5. **Increased Quality of Life:** Use of the laptop and tablet for online videos has helped to calm, raise interest and spark laughter among residents. Residents who are confused or scared often become relaxed when introduced to a familiar video subject. One resident with a strong science background was feeling particularly confused and upset but became calm and happy when shown a short video about “perpetual motion machines” on a laptop.

Challenges and Pitfalls to Avoid

Kendal at Longwood prioritizes each resident’s unique preferences and goals for meaningful living. We believe that dignity, autonomy and a sense of control become more precious as we age and that is why Kendal-Crosslands Communities has never used restraints of any kind. This focus on autonomy does, however, necessitate robust staffing ratios and an active Fall Committee!

Lessons Learned/Advice to Share with Others

“The key to the success of our Behavioral Health team lies in the interdisciplinary nature of the group and the work we undertake. We turn first to the certified nursing assistants who know our residents best, and build from there, discipline by discipline. Acknowledgment of and respect for the gifts and the insight that each team member brings to the table is the key to sustained engagement and successful resident outcomes.”