

# Edna Evergreen Scenario

## Lila Moore

### Your life:

- You are Edna's daughter and her only living child. Your brother Billy died in a car accident several years ago and your father passed away last year.
- You're worried about your mother's illness. It's stressful to visit her sometimes. You never know if she will recognize you or not.
- You think that your mother is receiving good care at Greenhill Care Facility, but you fear that her difficult behavior is hard for caregivers to deal with.

### You value:

- Your family and friends—you and your husband belong to several clubs and enjoy traveling
- Making sure that your mother is well cared for
- Learning about Alzheimer's-related dementia, so that you can understand your mother better and contribute ideas to Greenhill staff

### You appear in Scenes Two and Three

## **Summary of the Scenario**

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Edna Evergreen is an 80-year-old resident of Greenhill Care who has Alzheimer's-related dementia, as well as vision and hearing loss. She often reminisces about her family. Sometimes she will pinch and yell at caregivers. Staff must be careful about how they approach her because she can be startled by quick movements.

On one occasion Edna gets up in the middle of the night, walks down the hallway, talking about how she must find her son. Facility staff know that Edna's son Billy was fatally injured in a car accident several years ago. She is led back to her room by Carolyn Lewis, CNA. After some time Carolyn feels that Edna is ready to go back to bed. Soon though, Edna gets up once again. Carolyn, feeling the stress of caring for other residents, leads Edna by the arm back to her bed and blocks her doorway with a recliner to prevent her from leaving the room again.

## Lives

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- **Edna Evergreen**, Greenhill Care Nursing Home resident
- **Carolyn Lewis**, CNA at nursing home
- **Patricia Prentice**, CNA at nursing home
- **Lila Moore**, Edna's daughter
- **Alicia Dillon**, activities director at nursing home
- **Brad Cooper**, RN Supervisor at nursing home
- **Nancy Wilson**, new CNA at nursing home
- **Don Records**, Documentation Specialist

## Who is in each Scene

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- **Scene One** (on Blue paper): Edna, Carolyn, Patricia, and Nancy
- **Scene Two** (Green): Edna and Lila
- **Scene Three** (Yellow): Lila, Brad, and Alicia
- **Scene Four** (Pink): Edna, Carolyn, Patricia, and Nancy

## **Lila Moore, age 50**

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### **Starter page**

- You are Edna's daughter and her only living child. Your brother Billy died in a car accident several years ago and your father passed away last year.
- You're worried about your mother's illness. It's stressful to visit her sometimes. You never know if she will recognize you or not. It almost seems like your roles are reversed, and you have become her mother.
- You think that your mother is receiving good care at Greenhill Care Facility, but you fear that her difficult behavior is hard for caregivers to deal with.

### **You value:**

- Your family and friends—you and your husband belong to several clubs and enjoy traveling
- Making sure that your mother is well cared for
- Learning about Alzheimer's-related dementia so that you can understand your mother better and contribute ideas to Greenhill staff

**Props:** None

**Scenes you are in:** Two (Green) and Three (Yellow)

## Warm-Up

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### **Edna, Lila, Brad and Nancy:**

- Edna discusses with Lila the nice party last week for another resident's 90<sup>th</sup> birthday. The resident is Harry.
- Nancy tells Brad about how much Harry enjoyed the German Chocolate cake that the kitchen staff made for him.
- We all had a great time.

### **Carolyn, Alicia, Patricia, and Don:**

- Patricia and Alicia discuss the recent training they attended about working with other staff.
- Carolyn and Don talk about the challenge of working different shifts and balancing family with work.

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## Scene Two: Green

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**Time:** Tuesday, 8:30 am, 6 hours after the incident

**Participants:** Edna and Lila

**Lila:** Good morning, Mom. How are you this morning?

**Edna:** Hello, Lila dear. I had a very difficult night. I couldn't sleep...I don't really remember why.

**Lila:** I'm sorry you had problems sleeping, Mom. Did you get your sleep medication?

**Edna:** I think so, but I was very restless and wanted to walk in the hallway. One of the staff made me get back in bed. I think she was mad at me! I hate to be such a burden...

**Lila:** You're not a burden, Mom. We all love you very much. Why do you think the caregiver was mad at you?

**Edna:** The last time she put me back in my room, she pushed the recliner in front of my door, so I couldn't get back out. I was very sad...I think I cried myself to sleep.

**Lila:** Gee, Mom, the recliner's right where it should be. Are you sure you weren't having a bad dream?

**Edna:** Lila, I know my memory isn't what it used to be, but I remember the CNA pushing the chair in front of my door as she left. You can ask Patricia! She was here, too.

**Lila:** OK, Mom, I'll check with the Director of Nursing to find out about this. No one should be keeping you prisoner in your own room!

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## Scene Three: Yellow

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**Time:** Wednesday, 10:00 am, 1½ days after the incident

**Participants:** Brad, Alicia, and Lila

**Brad:** I'm very unhappy to learn that Carolyn used Edna's recliner as a restraint, Alicia. I'm conducting an investigation. I have temporarily reassigned Carolyn to the kitchen where she won't have contact with residents.

**Alicia:** I agree, Brad, but I also want staff to understand the benefits of keeping residents free from restraints.

**Brad:** You know all of our staff go through training, Alicia. We have so many residents with dementia issues—staff should be well aware of how to care for those residents.

**Alicia:** Well, our residents have different needs. Some staff don't know all residents that well. You know as well as I do that we often have people cover other floors or shifts.

**Brad:** And newer CNAs, like Carolyn, don't know Edna as well. Is that what you're saying?

Lila knocks on Brad's door.

**Brad:** Come on in, Lila.



**Lila:** Good morning, Brad. Hello, Alicia. I'm very upset about the incident with my mother. I understand it really did happen! I feel bad that I didn't believe Mom at first.

**Brad:** I'm very sorry about what happened to your mother, Lila. Greenhill has a strict policy of no restraints. Using the recliner to block the doorway is against that policy.

**Alicia:** Brad and I have been talking about how to improve your mother's care.

**Lila:** Well, I'm happy to do anything I can to help out. Brad, I want you to get back to me with changes and improvements you plan to make. I just can't sleep at night worrying about Mom.

**Brad:** I understand, Lila. Again, I apologize for what happened. And I'll get in touch with you soon.

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## **Edna Evergreen – Individualized Care Plan**

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*(excerpted)*

### **Diagnosis:**

- Middle dementia – Alzheimer's related
- Becoming increasingly confused

### **Edna's interests:**

- Big band music
- Large piece jigsaw puzzles
- Talking about her family

### **Nutrition:**

- Provide small, nutritious meals frequently
- If wandering or pacing is present, increased calories may be needed
- Offer water frequently throughout the day

### **Communication:**

- Use short simple sentences when making requests, giving one instruction at a time
- Use kind touches, pats, and other forms of non-verbal communication
- Mention Edna's interests often and encourage participation

### **Safety:**

- Edna is at risk for falls, wandering, and choking
- Frequent supervision is necessary
- Staff should maintain consistent routine of care to help alleviate confusion
- Staff should walk with her and encourage her to use her walker often, as she may forget to do so

### **Other:**

- Sometimes has trouble sleeping
- Staff should monitor sleep habits and report disturbances
- Alleviate distress and promote sleep by leaving a light or soft music on at night