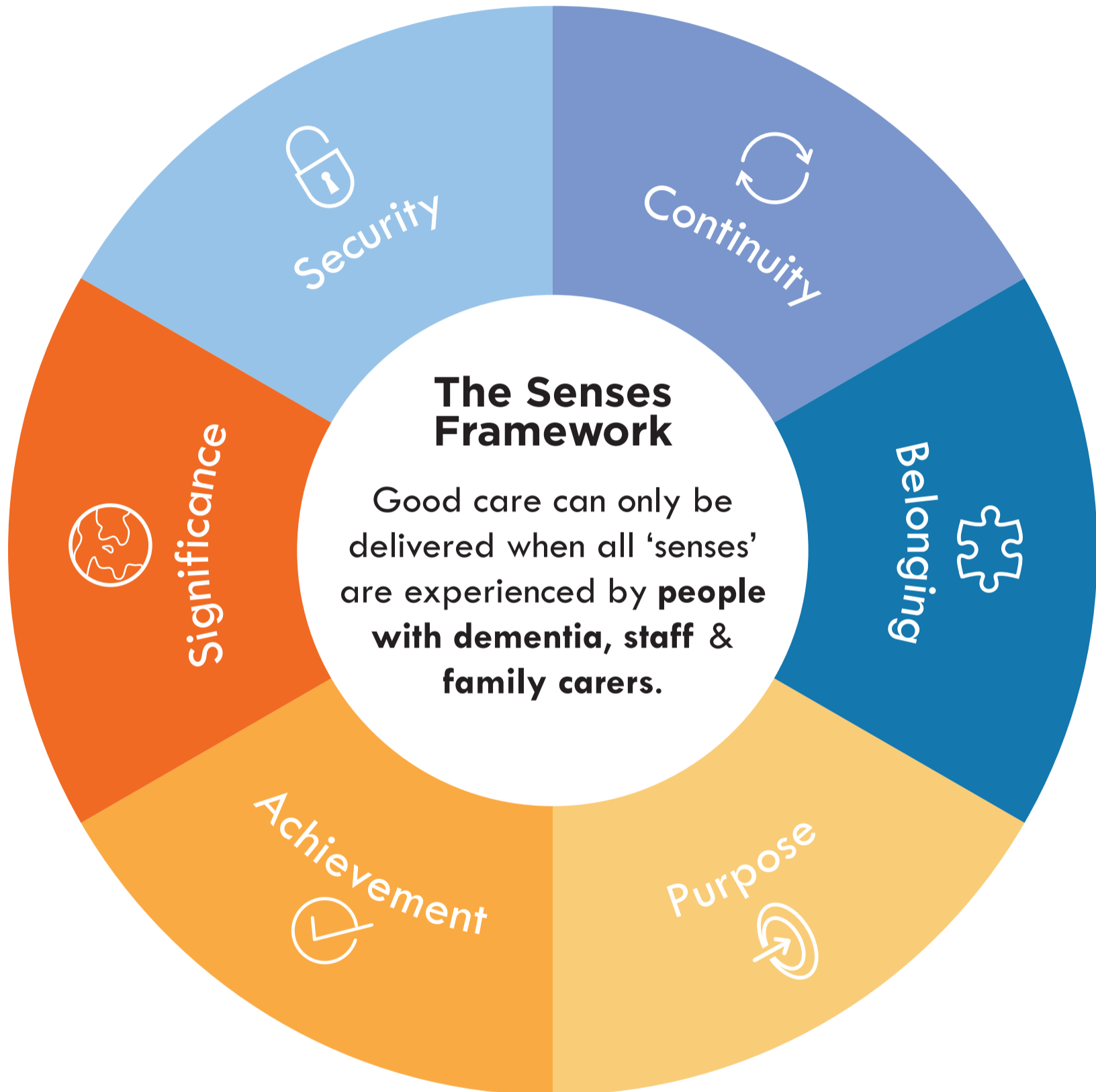




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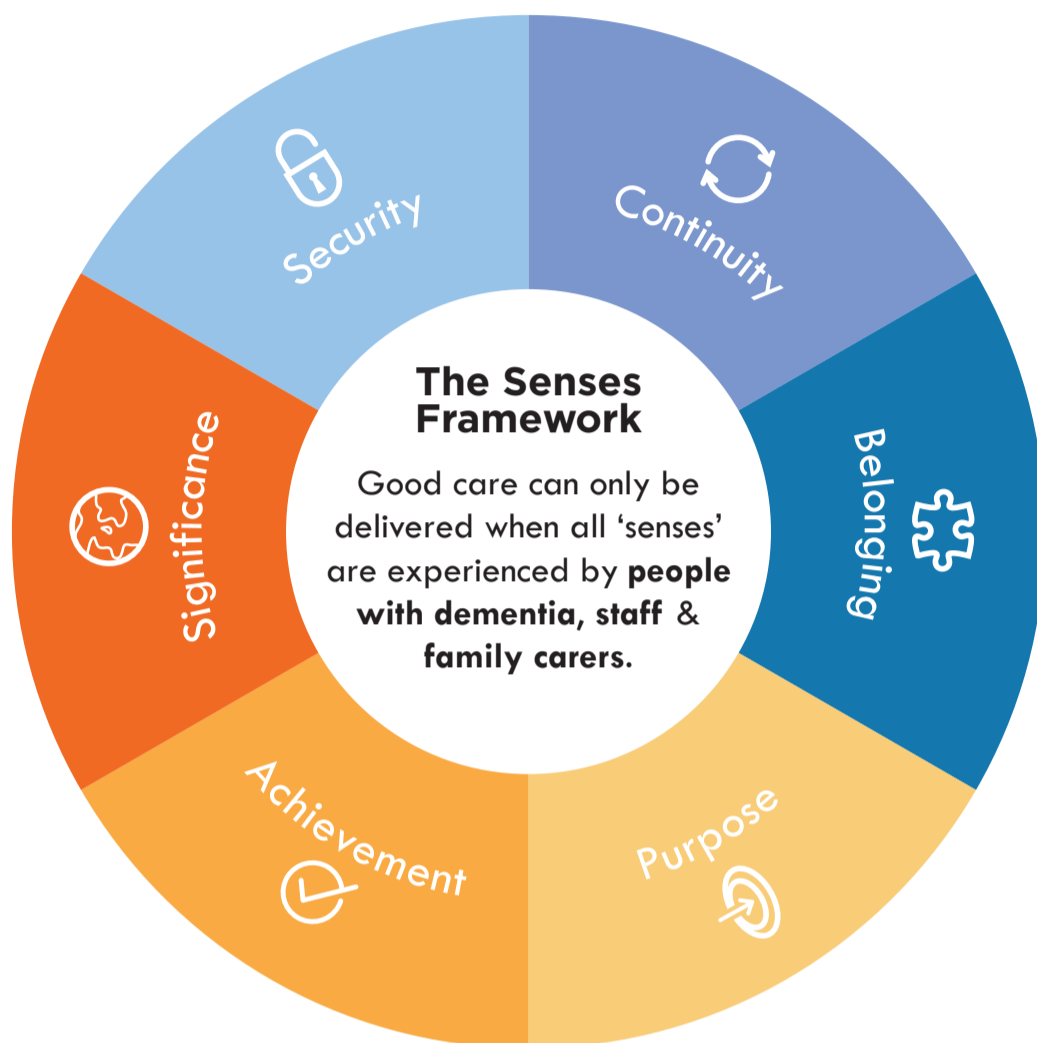
The Senses Framework



SENSES	OLDER PEOPLE	STAFF	FAMILY CARERS
Security			
Continuity			
Belonging			
Purpose			
Achievement			
Significance			



The Senses Framework



Relationship-centred care promotes a rather more inclusive vision of dementia care practice and research (Nolan, Ryan, Enderby & Reid, 2002). It recognizes that living with dementia is not about quality of life but rather quality of 'lives' (Post, 2001b). As Sheard (2004) notes, traditionally, services have considered the needs of people with dementia and their carers separately, and he calls for the development of an approach that 'sees the person with dementia within the context of important and significant relationships'. We would argue that relationship-centred care offers a way of achieving this.

In considering how such positive relationships can be created and sustained, Nolan and colleagues have developed the 'Senses Framework' (Davies, Nolan, Brown, & Wilson, 1999; Nolan, 1997; Nolan et al., 2001, 2003). In essence, this comprises six senses that are seen as prerequisites for good relationships within the context of care and service delivery. The fundamental premise of Nolan et al.'s vision of relationship-centred care is that good care can only be delivered when the 'senses' are experienced by all the groups involved.

Security

OLDER PEOPLE	Attention to essential physiological needs, to feel safe and free from threat, harm, pain, discomfort. To receive competent and sensitive care.
STAFF	To feel free from physical threat, rebuke or censure. To have secure conditions of employment. To have emotional demands of work recognized and to work within a supportive but challenging culture.
FAMILY CARER	To feel confident in knowledge and ability to provide good care without detriment to personal well-being. To have adequate support networks and timely help when required. To be able to relinquish care when required.

Continuity

OLDER PEOPLE	Recognition and value of personal biography; skilful use of knowledge of the past to help contextualize present and future. Seamless, consistent care delivered within an established relationship by known people.
STAFF	Positive experience of work with older people from an early stage of career, exposure to good role models and environments of care. Expectations and standards of care communicated clearly and consistently.
FAMILY CARER	To maintain shared pleasures/pursuits with the care recipient. To be able to provide competent standards of care, whether delivered by self or others, to ensure that personal standards of care are maintained by others, to maintain involvement in care across care environments as desired/appropriate.

Belonging

OLDER PEOPLE	Opportunities to maintain and/or form meaningful and reciprocal relationships, to feel part of a community or group as desired.
STAFF	To feel part of a team with a recognized and valued contribution, to belong to a peer group, a community of gerontological practitioners.
FAMILY CARER	To be able to maintain/improve valued relationships, to be able to confide in trusted individuals to feel that you're not 'in this alone'.

Purpose

OLDER PEOPLE	Opportunities to engage in purposeful activity facilitating the constructive passage of time, to be able to identify and pursue goals and challenges, to exercise discretionary choice.
STAFF	To have a sense of therapeutic direction, a clear set of goals to which to aspire.
FAMILY CARER	To maintain the dignity and integrity, well-being and 'personhood' of the care recipient, to pursue (re)constructive/reciprocal care (Nolan et al., 1996).

Achievement

OLDER PEOPLE	Opportunities to meet meaningful and valued goals, to feel satisfied with ones efforts, to make a recognized and valued contribution, to make progress towards therapeutic goals as appropriate.
STAFF	To be able to provide good care, to feel satisfied with one's efforts, to contribute towards therapeutic goals as appropriate, to use skills and ability to the full.
FAMILY CARER	To feel confident in knowledge and ability to provide good care without detriment to personal well-being. To have adequate support networks and timely help when required. To be able to relinquish care when required.

Significance

OLDER PEOPLE	To feel recognized and valued as a person of worth, that one's actions and existence are of importance, that you 'matter'.
STAFF	To feel that gerontological practice is valued and important, that your work and efforts 'matter'.
FAMILY CARER	To feel that one's caring efforts are valued and appreciated, to experience an enhanced sense of self.