

### The Client

*Four months ago, David attacked his caregiver and was on the verge of being sedated and locked in a dementia care facility. Today, David took a walk in the park. He fed the ducks, went to church, and came home for lunch (beef and broccoli, with a berry smoothie for dessert). He read the paper, listened to Frank Sinatra, chatted with neighbors, and relaxed in the sun on his porch.*

*So how did David go from being in crisis to feeding the ducks? He had a team of loved ones and advocates fighting for his quality of life.*

### The Challenge

When David's wife died of cancer, she left a confused man even more disoriented and grief-stricken, cared for by a home care agency that wasn't equipped to handle him. Awakening in the middle of the night, David saw a caregiver and assumed she was an intruder. As a retired police officer, his training kicked in, and he attacked her in self-defense. The agency fired David as a client.

David's two daughters were now at cross-roads—and all signs pointed to putting their dad in a facility for the rest of his life. "He's a risk to his caregivers," they were told. "The only place for him is behind a locked door."



They approached a facility that specializes in dementia patients with challenging behaviors. The facility's director recognized that the family was in crisis. And although his facility couldn't accommodate David, he knew a specialized home care agency that could, which would allow David to remain at home.

"Call Tender Rose," he said.

### The Solution

Tender Rose's Crisis Intervention Team is designed to come to the aid of families in an emergency within hours. We send our best people to deal with the situation so that the family can step back, breathe, and make decisions based on calm consideration, not panic.



Together, David's daughters and Tender Rose's Crisis Intervention Team Director devised a plan that removed triggers from David's surroundings and increased familiar cues to ground him. The Crisis Intervention Team, for example, wore scrubs at night so David immediately knew they were medical professionals and not intruders. At the suggestion of his daughter, a bulletin board "roster", reminiscent of David's career on the police force, was created. It gave a daily visual reminder of who would be on each shift. And David's progress was monitored via hourly reports and bi-weekly conference calls that kept his caregivers and family up to date and working together.

## **The Outcome**

By calling the Crisis Intervention Team, David's daughters made sure their dad wouldn't spend the rest of his life in a locked facility. Instead, he's spending it doing what he loves: Walking in the park. Visiting his favorite coffee shop. Going to church. And being with the daughters who made the call that made the difference.

**If someone you know is facing a dementia crisis, call us and we'll help get the situation under control, no matter how challenging the behavior or circumstance.**

Call (415) 340-3990 or visit [www.TenderRose.com](http://www.TenderRose.com)

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