

## Vascular Dementia 2019: Promoting Excellence within Dementia Care: Maintaining Emotional Intelligence and Wellbeing of Staff working within Dementia Care Management

Jacqueline A. Hinds,  
Society of Emotional Intelligence UK

Statement of the Problem: Promoting excellence in service and care for patients with dementia, has had a significant impact on the staff working within the dementia care management arena. Stress levels and burnout of caregivers without adequate support, has resulted in the essential need of respite by way of development and coaching to support and promote their health and wellbeing whilst they administer and provide essential and effective care to their patients. In the current healthcare climate, the effect of severe cuts in service provisions and staff shortages, whilst maintaining optimum levels of output, has left care givers somewhat jaded over a period of time. Some have gone to the extent of seeking other opportunities due to lack of job satisfaction and challenges around demanding work commitments; consistently taking them beyond their core working hours. The use of the Emotional Intelligence Skills Assessment Profile (EISAP) model as a mode for developing Dementia Care Management staff at all levels, although not referred to or identified as an integral part of their core clinical and non-clinical training or personal development plans, is none-the-less a skill that is interwoven throughout their practices and procedures delivering effective dementia care management. Caring for someone living with dementia, is unlike any other form of caring because of the emotional challenges and levels of complexity; EISAP allows the dissemination of complex situations in a relatively accessible way. With the rapid changes with health provisions and more cases of dementia patients being identified, the need for emotionally intelligent care givers is crucial in this day and age. By enabling caregivers to understand their emotions, emotional meanings and to, reflectively regulate these emotions whilst undertaking their roles in effectively. The four quadrants on the EISAP model, enables healthcare and management professionals to tap into their emotional and social skills, enabling them to utilise

these skills effectively within their respective working environments.

### Recent Publications

1. Hinds J A (2017) Transformation in Healthcare and the role of Emotional Intelligence, Journal of Neurology and Neurodisorders, Volume 1, Issue 3.
2. Hinds JA (2017) Leading Transformation in Healthcare and the Role of Emotional Intelligence. J Neurol Neurophysiol 8: 441. doi: 10.4172/2155-9562.1000441



 The HLC Group