

# 充分利用暫息 照顧服務

CANTONESE | ENGLISH

本資料單張討論了一些方法，讓家人和照顧者瞭解如何讓暫息照顧為自己和癡呆症病人帶來積極的體驗。本資料單張亦在規劃和使用暫息服務方面提供了一些實用建議。

## 使用暫息照顧服務

暫息照顧為服務使用者提供所需要的休息，讓其從照顧癡呆症病人的職責和要求中暫時解脫出來。這項服務讓家人和照顧者能夠得到休息、外出、處理事務或者去度假。許多人都發現，定期休息讓他們能夠“充電”，不至於累垮，而且還可讓癡呆症病人有機會結識其他人，與他人社交往來。

政府資助開展了許多不同類型的暫息服務，為家人和照顧者提供幫助。如果你希望瞭解當地的暫息服務詳情，有許多機構可為你提供幫助。

澳洲阿耳茲海默氏病協會提供資訊、支持、教育和輔導。請聯絡全國癡呆症幫助熱線：**1800 100 500**，或瀏覽澳洲阿耳茲海默氏病協會的網站：[fightdementia.org.au](http://fightdementia.org.au)。

聯邦暫息與護理連接中心（Commonwealth Respite and Carelink Centres）提供有關本地照顧者支持服務、助殘服務和社區服務的免費、保密資訊。中心遍佈澳洲各地，你可以致電**1800 052 222**（免費電話－使用手機致電除外）聯絡離你最近的中心。

瀏覽My Aged Care（我的養老服務）網站 [www.myagedcare.gov.au](http://www.myagedcare.gov.au) 或致電**1800 200 422**（免費電話－使用手機致電除外）可以獲得養老服務資訊。

照顧者門戶網站 [www.carergateway.gov.au](http://www.carergateway.gov.au) 和聯絡中心**1800 422 737**（免費電話－使用手機致電除外）提供支持照顧者的實用資訊和資源。

照顧者諮詢與輔導服務為照顧者提供有關其照顧職責和相關照顧者服務和資格的資訊和建議。請與離你最近的照顧者諮詢與輔導服務聯絡，電話：**1800 242 636**。

## 應對困難

有時候可能會出現困難，特別是在第一次使用暫息服務時。有些家人和照顧者發現，癡呆症病人不願意離開他們，不願意離家得到休息，或者在使用暫息服務時想要回家。有些家人和照顧者對使用暫息服務時出現的非典型行為感到擔心，或者對使用暫息服務對癡呆症病人帶來的影響有所顧慮。

這些問題都很正常，不應讓你得不到休息。有很多種方法可以處理這些困難，讓你和照顧對象都能充分利用暫息照顧服務。

## 嘗試做些什麼

### 及早規劃

許多癡呆症病人對新環境和新面孔感到不安。因此，務必要為獲得積極的暫息體驗做好規劃。

許多人都發現，早在照護環境中就開始使用定期暫息服務很有幫助，這樣每個人都可以習慣分擔癡呆症的照顧工作。

需要提前多長時間將暫息照顧的事情告訴病人，你對這一點最清楚。如果病人感到焦慮，請安慰他們，確保他們知道你對這次休息很有信心，即時你自己覺得有點焦慮也要如此。

**FIGHTDEMENTIA.ORG.AU NATIONAL DEMENTIA HELPLINE 1800 100 500**

## 先從短時間的休息開始

許多家人和照顧者都發現，最好先從短時間的休息開始，然後再逐漸增加為較長時間的休息。這可以讓你和照顧對象對這一體驗獲得一些信心。不妨在休息前先與癡呆症病人和工作人員討論。

## 與暫息工作人員溝通

你不妨將暫息服務視為自己與暫息服務機構之間的合作，雙方共同協作，以充分利用各種暫息服務。

在規劃使用暫息服務時，請與工作人員討論現有的暫息服務類型，討論哪種服務對你和癡呆症病人最有幫助。

## 為了讓暫息服務對所有人都發揮作用，請做到以下幾點：

- 清楚公開地表達你和癡呆症病人的需要
- 向暫息工作人員或機構提供重要資訊。瞭解病人的個人喜惡，不僅可幫助工作人員更輕鬆地開展照護工作，而且還有助於儘量減少任何變化。交流有關病人生活精力的重要資訊。有些人發現，送上生活照相冊或記事板有助於交談。
- 說明在所接受的照護中，什麼對你和癡呆症病人最重要。

## 與他人交談

與處於相似境況的其他人談談他們如何想辦法使暫息成為積極體驗，你可能會得到一些實用的點子。

## 不斷嘗試

暫息服務需要家人和照顧者以及癡呆症病人都做出調整，可能需要時間才能建立信任感。如果你對暫息體驗不滿意—請再試試。在一段時間後，你的照顧對象可能會逐漸習慣不同的事情。計劃下次做點不同的事情，這可能會改善這種體驗。請記住，定期休息對所有家人、照顧者和癡呆症病人都非常重要。你一定能提高自己擔負照顧癡呆症病人的艱巨職責的能力，請不斷嚐試。

## 誰可以提供幫助？

全國癡呆症行為諮詢服務（Dementia Behaviour Management Advisory Services – DBMAS）是一項全國電話諮詢服務，為擔心癡呆症病人行為的家人、照顧者和暫息工作人員提供服務。這項服務每周七天、每天24小時提供保密、全面的建議，聯絡電話：**1800 699 799**。

## 詳情

澳洲阿耳茲海默氏病協會提供支持、資訊、教育和輔導。請聯絡全國癡呆症幫助熱線：**1800 100 500**，或瀏覽我們的網站：[fightdementia.org.au](http://fightdementia.org.au)。



若需要語言方面的幫助，請致電口筆譯服務處電話：**131 450**。

# MAKING THE MOST OF RESPITE CARE

**This Help Sheet discusses some of the ways that families and carers can make respite care a positive experience for themselves and for the person with dementia. It provides some practical suggestions for planning and using respite.**

## Using respite care

Respite care provides a break from the responsibilities and demands of caring for someone with dementia. It enables families and carers to have a rest, go out, attend to business or go on a holiday. Many people find that a regular break means that they can recharge and avoid burn out. It also gives a person with dementia an opportunity to socialise and meet other people.

The Government funds many different types of respite to help families and carers. If you want to know more about what respite is available in your area there are a number of organisations that can help you.

Alzheimer's Australia offers information, support, education and counselling. The National Dementia Helpline can be contacted on **1800 100 500** or visit Alzheimer's Australia at [fightdementia.org.au](http://fightdementia.org.au)

Commonwealth Respite and Carelink Centres provide free and confidential information on local carer support, disability and community services. Centres are located throughout Australia and you can contact your nearest Centre by phoning **1800 052 222** (free call except from mobile phones).

Information on aged care services can be found on the My Aged Care website [myagedcare.gov.au](http://myagedcare.gov.au) or by phoning **1800 200 422** (free call except from mobile phones).

The Carer Gateway website [carergateway.gov.au](http://carergateway.gov.au) and contact centre **1800 422 737** (free call except from mobile phones) provides practical information and resources to support carers.

The Carer Advisory and Counselling Service provides carers with information and advice about their caring role and about relevant carer services and entitlements. Contact your closest Carer Advisory and Counselling Service on **1800 242 636**.

## Dealing with any difficulties

Occasionally difficulties can arise, particularly when using respite for the first time. Some families and carers find that the person with dementia does not wish to leave them or leave home for a break, or that they want to come home whilst using respite. Other families and carers are concerned about uncharacteristic behaviours that occur when using respite or the effects on a person with dementia after respite.

These problems are not unusual and should not stop you taking a break. There are many ways to manage these difficulties so that you and the person you are caring for can make the most of respite care.

## What to try

### Planning ahead

Many people with dementia find new environments and new people unsettling. Because of this it is important to plan for a positive respite experience.

Many people have found it useful to use regular respite early in the care situation, so that everyone can get used to sharing dementia care.

You will know best how far in advance to tell the person about respite. Reassure the person if they are anxious and make sure that they know that you are feeling positive about the break, even if you're feeling a little anxious yourself.

### Start with small breaks

Many families and carers find it best to start with small breaks and build up to longer ones. This enables both of you to gain some confidence about the experience. It may be useful to have an initial time with the person with dementia and the worker prior to the break.

**FIGHTDEMENTIA.ORG.AU NATIONAL DEMENTIA HELPLINE 1800 100 500**

## Communication with respite staff

It can be helpful to think about respite as a partnership between yourself and the respite provider, working together to make the most of respite.

When planning to use respite discuss with the staff the type of respite that is available and what will work best for you and the person with dementia.

### To make respite work for all of you:

- Communicate your needs and the needs of the person with dementia clearly and openly
- Give important information to the respite worker or facility. Knowing the likes and dislikes of the person will help staff care more easily, and will help minimise any changes. Share historical information about their life. Some people find that sending a life story photo album or board works well as an aid to conversation
- Explain what is important to you and the person with dementia about the care they receive

## Talking with others

You might get some practical ideas by talking with other people in a similar situation about ways they've managed to make respite a positive experience.

## Keep trying

Respite is an adjustment for families and carers and the person with dementia and it can take time to build a sense of trust. If you're not happy with the respite experience – try again. The person you are caring for may well get used to different things over time. Perhaps planning to do something differently next time will improve the experience. Remember that regular breaks are important for all families, carers and people with dementia. You will almost certainly enhance your ability to carry out the demanding role of caring for someone with dementia – so keep trying.

## Who can help?

The Dementia Behaviour Management Advisory Service (DBMAS) is a national telephone advisory service for families, carers and care workers who are concerned about the behaviours of people with dementia. The service provides confidential advice, assessment, intervention, education and specialised support 24 hours a day, 7 days a week and can be contacted on **1800 699 799**.

## FURTHER INFORMATION

Alzheimer's Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500**, or visit our website at **fightdementia.org.au**



For language assistance phone the Translating and Interpreting Service on **131 450**