

# Neurology and Neuroscience

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## Jacqueline A Hinds<sup>1</sup>

David Truswell<sup>2</sup>

<sup>1</sup>Society of Emotional Intelligence

<sup>2</sup>Culture Dementia, UK

### Promoting excellence within dementia care: Maintaining emotional intelligence and wellbeing of staff working within dementia care management

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

#### Speaker Biography

Jacqueline A Hinds is Chair, Society of Emotional Intelligence UK & Board Chair & International Liaison for International Society of Emotional Intelligence, USA. A certified Emotional Intelligence Coach (CEIC) and Leadership Consultant. She has worked within the National Healthcare Service for over 10 years; in two of the largest merged healthcare organisations in UK and Europe (Imperial College Healthcare NHS Trust and Barts Health NHS Trust). She is a published author, having written a paper on Transformation in Healthcare and role of Emotional Intelligence; and has a wealth of knowledge and expertise within the Human Resource Development arena (HRD), working with people at all levels, establishing and enabling them to be emotionally intelligent during mergers and organisational changes. She is now an independent consultant working on various training initiatives and coaching assignments, around Emotional & Cultural Intelligence, also in collaboration with Culture Dementia UK on training projects within healthcare and the community.

e: [information@soeiuk.org.uk](mailto:information@soeiuk.org.uk)