



# KnowMeWell Profiles Training

*Life story work is effectively used in aged, dementia, disability and palliative care settings.*

**Life Story Profiles Training** consists of training workshops and mentoring to support staff to develop and incorporate life story profiles into all relevant areas of service delivery, including intake and assessment, care plans and ongoing engagement with clients.

**Format - Personal Profiles** in the form of room posters mounted on walls and short booklets are powerful communication tools that make vital information about clients easily accessible to care staff, visiting professionals, volunteers and other services such as respite and hospital stays. The profile brings together information about the person's interests, likes and dislikes, abilities, connections with family and friends, language, culture, sexuality and gender, triggers and strategies for de-escalating changed behaviours.

## **Key Benefits of Life Story Profiles:**

- Provide carers with easy access to information about the person's needs, preferences, interests, values and culture
- Create more meaningful interaction, strengthen relationships and subsequently increase carers' job satisfaction
- Help carers understand and support the person's goals when they see beyond the frailty, diagnosis or disability
- Provide new staff and visiting allied health professionals with vital information about the person, including for respite and hospital stays
- Provide suggestions for effective non-pharmaceutical interventions to de-escalate changed behaviours
- Ensure people who are non-verbal are respected for their individuality and the rich fullness of who they are

**Training** is designed to get the results you want for your organisation. It is adapted to suit participants' context and learning styles, and is interactive, inclusive and fun. Training is followed with mentoring and resources, ensuring ongoing support to successfully embed life story work into your organisation.

Staff, volunteers and family carers learn how to use life story work to support the special needs, abilities and context of people requiring care.

Contact Christabelle to discuss your training options.

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