

# Human needs at the heart of care

## A methodical approach for residents with complex behaviour

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### Background

In our specialised ward for people with Huntington's Disease (HD) and highly complex behaviour, residents failing to flourish elsewhere often find peace of mind. The staff's strong intuition, built by years of experience, is a key factor in reaching this level of success, but a clearly defined approach was lacking.

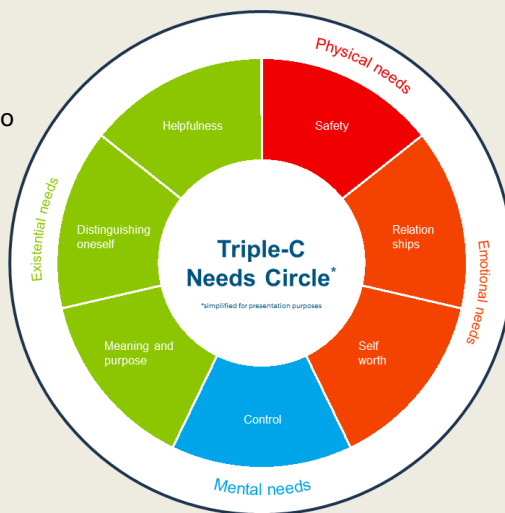
### Aims and methods

We aimed to use a **theory-based, methodical approach** to provide good care to residents with HD and complex behaviour, allowing them to experience everyday life. The method was to be selected based on the following requirements:

- Evidence based
- Providing the basis for a consistent approach by all staff involved
- Allowing for improved knowledge transfer between staff

### Triple-C

The Triple-C method seemed to fit our requirements. In this theory-based, methodical approach residents are not viewed from their disease's perspective, but from a personal viewpoint. **Complex behaviour is considered to be a result of unfulfilled needs.** Therefore, the focus does not lie on controlling behaviour but on meeting the person's physical, emotional, mental and existential needs.



The resident's needs are analysed using a Needs Circle. **Based on the needs identified, the team discusses whether supportive, inviting or directive guidance is needed to allow the resident to experience everyday life.**



### Outcomes and conclusions

After selecting Triple-C as our method of choice, the full care team was trained in order to consistently apply the method. Triple-C allows us to draw nearer to the true needs of the resident and provide unconditional care and support. We have **transitioned from controlling to guiding and supporting**, and more consciously apply interventions. The methodical approach allows us to **explain how we reach success** to colleagues, new staff, relatives and others.

### Next steps

We are currently running a study to define the impact of Triple-C on residents and staff, and train colleagues from other wards to expand use of Triple-C.

Scan the QR-code for a video on Triple-C at Topaz:



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Reference: Van Wouwe H, Van de Weerd D. Triple-C, tot hier en verder.

For more information on Huntington Centre of Expertise Topaz Overduin and our new facilities, scan the QR-code and watch the video:



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