

N.C. Nurse Aide I Curriculum

MODULE U Mental Health and Mental Illness

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Objectives

- Explain the role of the nurse aide in the de-escalation of the resident who is agitated.

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Mental Health and Mental Illness

- Mental health – ability to cope with and adjust to everyday stresses in ways that society accepts
- Mental illness – disturbance in the ability to cope or adjust to stress
- De-escalate – to cause to become less dangerous or difficult

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Mental Health and Mental Illness – Importance

- Great day-to-day relationships are the heart of de-escalation
- Know what is normal
- Signs resident is becoming agitated



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Mental Health and Mental Illness – Nurse Aide’s Role

Important for nurse aide to recognize inappropriate behavior:

- Report to nurse
- De-escalate behaviors



This behavior is not normal for Mr. Johnson. I need to tell the nurse.

Nurse aide has many chances to observe to know resident

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De-escalation of a Resident Who is Agitated – Nurse Aide’s Role

First and only objective in de-escalation is to reduce level and intensity of resident behavior so that discussion becomes possible

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De-escalation of a Resident Who is Agitated – Nurse Aide’s Role



- Behavior
- Posture
- Position self for safety
- Body movement and language
- Facial expression
- Eye contact

De-escalation of a Resident Who is Agitated – Nurse Aide’s Role



- Attitude
- Tone
- Responses
- Reasoning

De-escalation of a Resident Who is Agitated – Nurse Aide’s Role

Trust instincts – if de-escalation is not working, the nurse aide should STOP and calmly call for help



De-escalation of a Resident Who is Cognitively Impaired – Nurse Aide’s Role



- Control the environment
- Look for meaning of the behavior
- Check for underlying causes
- Respond in person’s reality

Points to Remember

- Residents are more than a diagnosis
- Recognize that a person with a mental illness is an individual



Mrs. Jane Smith
is 73 years old,
has 3 children
and used to
teach school.

Mr. John James
is 60 years old,
has 2 children
and used to
build houses.



- Each resident diagnosed with a mental illness is different from other residents with same diagnosis



Points to Remember



All behavior has
meaning – looking
for the meaning
behind the
behavior is key



**Mental Health and Mental Illness –
Points to Remember**



When unusual or inappropriate behavior escalates resident may be a danger

- Nursing care plan includes specific details
- Important tool is de-escalation

Great day-to-day relationships are at the heart of de-escalation

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The End

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