

# Handout 2. Case Study:

## Meet George

Meet George, who relocated into your ALFs memory care unit from the regular AL wings about 4 months ago. Due to water damage in his room two weeks ago, George had to move across the hall, and in with a roommate. Almost every night since his move, George yells repeatedly for help from the staff. His yells wake the roommate and cause him anxiety. It often takes staff 15-20 minutes to respond, and George becomes more and more agitated. By the time the staff arrive in his room, he is verbally assaultive yelling, "You are going to let me die!" and "This place is awful, get me out of here!" This has gone on for more than a week, and all parties are frustrated with the situation.

<b>1. What steps should be taken in this case? Who should take those steps?</b>	
<b>2. Are there any clues as to why George's behavior has changed? How might we uncover other clues?</b>	
<b>3. Give your professional opinion about how staff should respond to George's BPSD.</b>	