

Residential Care for Me Weekly Update - April 12, 2019

Residential Care for Me started as an innovation and improvement project to understand the residential care experience for residents, family and staff. Building on the insights gathered from months of observations, interviews, focus groups and surveys, we are now in the next phase of “*Megamorphosis*.” This phase aims to rapidly test ideas from residents, family and staff to build on the great care that staff currently provide. Building on qualities such as *compassion* and *empathy*, we strive to make sure that *emotional connections matter most, residents direct each moment* and that *home is not just a place, it is a feeling*.

Meaningful Moments

Inspired by the great work that is done every day at our homes, each week we highlight a meaningful interaction that brings us one step closer to the vision



The rehab department at St. Vincent's Langara applied for an Enhanced Patient Care grant for new items to use in our sensory stimulation program. We decided to purchase a realistic baby doll but we never expected the reaction we received from our residents when it arrived. It brought us so much joy to see how engaged the residents were with this baby. They were holding, talking, making faces, and playing with the baby as if it was their own kin. One resident who spends a lot of times with her eyes closed was entirely alert when she had the baby in her hands. Her companion was in complete shock at how alert and engaged this resident was. She was making cooing sounds and expressions to entertain the baby and it was extremely heartwarming to those around the table who observed. We hope to share this baby with many other residents and bring to them as much joy as it did to these residents.

~Langara Rehab Department

Kudos & Compliments

Highlights from the week

In the Media: CBC's The Early Edition visited the recently Megamorphosized Holy Family Residence North Wing this week to learn more about the work that is being done to prototype the household model. Both Rae Johnson (site leader) and John Downie (resident) spoke wonderfully about the work. You can listen to the interview here. (It starts at 1:32:30): <https://bit.ly/2G9KgWe>

Human-centred design leads to Mega-Award! As mentioned in last week's update, Megamorphosis has won the national 3M Health Care Quality Team Award. Here is an article about this in the PHC News this week: <https://bit.ly/2GcBwP6>

Hustle and Bustle at HFH: Kudos to the team at HFH, including the amazing Crothall housekeeping staff who have been supporting the first phase of room painting this week. With short turnaround times to move residents in and out of rooms, everyone pitched in, helping to make this first phase of painting run smoothly. What an amazing team!

Meanwhile, muralist Ann came back to paint the community tree in the Gastown household. Her murals have been bringing joy to our residents. Thank you Ann!



Out and About: The 16th annual Geriatrics Services Conference took place on Friday with the theme of *Connect. Collaborate. Create.* PHC teams showed off their great work with poster presentations from *Megamorphosis* as well as the research team from Langara (*Keeping the Light Shining: Strategies to help nurture resilience in Long-Term Care staff caring for dying residents*). In addition, for the second year in a row, residents from Langara will be attending the Evening Public Presentation portion of the conference at the Vancouver Conference Centre thanks to the team at Langara.

It Takes a Village...

Your help is needed!

Calling All Artists! We have an opportunity to design our own hand sanitizer dispenser covers! This will be a contest to create a more home-like, less institutional cover. Designs will be accepted from all homes and from anyone - residents, staff or families. The winning design will be voted on by residents, staff and families. You can email shardern@providencehealth.bc.ca for the template or to submit your artwork.

Working Group Members! Please share the information from the weekly update with your teams (at your home, within your discipline, etc.). Previous weekly updates can be found here: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-residential-care-me-update>

Inspiration

Stories to Learn From

Era of segregating people with dementia ending at Sherbrooke long-term care home: The freedom of each resident to move about will be planned individually, according to his or her needs. <https://bit.ly/2v3rfQ4>

BC Care Providers Association Conference: The BC Care Providers Association annual conference is taking place from May 26-28th in Whistler. Our very own Jo-Ann Tait will be speaking on a panel about Supporting Quality of Life: Future Trends + Promising Approaches. You can find out more about this conference here: <https://bit.ly/2uCV6Pm>

Important Dates

Apr. 16, 2019: 1400-1500

HFH Megamorphosis -
Sustainment Meeting - *All HFH residents, family and staff welcome!*

Holy Family North Wing

Apr. 18, 2019: 1400-1500

MSJ Micromorphosis
Meeting - *All MSJ residents, family and staff welcome!*

MSJ Main Dining Room

Apr. 23, 2019: 1400-1500

HFH Megamorphosis -
Sustainment Meeting - *All HFH residents, family and staff welcome!*

Holy Family North Wing