

Residential Care for Me Weekly Update - March 15, 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

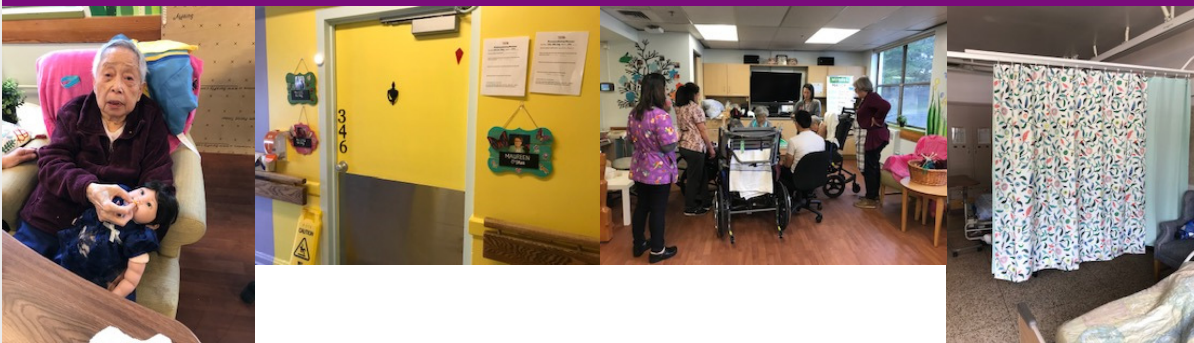
Inspired by the great work that is done every day at our homes, each week we highlight a meaningful interaction that brings us one step closer to the vision

Mere, a very experienced and compassionate RCA working in the new Hollywood Household at HFH has found a way to support a resident to sleep well at night and have more energy during the day which has unlocked many meaningful moments. Mrs. K is a Chinese speaking woman in her 90s who hasn't been sleeping or eating well. She was spending long periods dozing off at her dining table during the day. One day, Mere noticed her interest in one of the baby dolls brought in for Megamorphosis. At bedtime, Mere brought the baby along to help, placing the baby doll on the pillow beside Mrs. K. To her delight, Mrs. K. pulled the covers up over herself and the baby and promptly went to sleep. This small act of compassion and understanding made bedtime a good experience for both Mere and the resident.

~ Robena Sirett, on behalf of Mere, RCA at HFH

Kudos & Compliments

Highlights from the week



Holy Family Megamorphosis and Household Innovation: As always, the two week Megamorphosis flew by, creating many memorable moments, new learning and lots of energy. As with each Megamorphosis, the end of the 2 week period is really just the beginning of HFH's transformation journey and the team has agreed on meeting weekly on Tuesdays to keep the momentum going. In the meantime, we celebrated the great work of the team over the last few months with a large cake, home made bread pudding made by residents, live music and thank-yous to all the staff involved in trying new ways of being in the households. Some of the ideas that were trialed and that we will work to sustain over the next weeks and months include:

- RCA leading the shift handover reports and a mid-morning team huddle

- Care alert boards to highlight residents who are having a usual day, and those who need more observation, and attention
- Breakfast buffet for early risers to have cereal, oatmeal, boiled egg or yogurt
- Snacks for people who graze throughout the day
- Bringing in the stuff of life including realistic baby dolls (including a real cradle), jewelry box filled with bangles, mahjong tables, puzzle table, arts and crafts supplies
- Bright and personalized decor including individualized name plates and bathroom doors
- Community tree painted by our talented muralist for individualized leaves which tell the three things that bring each resident and staff peace, comfort and joy
- Updated resident photos that show them at their best
- Door knockers and door numbers to make resident room doors like front doors
- Find Me Lights outside rooms doors to indicate when a staff member is in a resident's room providing care



In the media: This week's issue of the Vancouver Courier had a great article about PHC's work to develop a dementia village and the work at HFH to prototype the model. In the picture to the left, proud resident John gets a visit from the star of the article.

You can read the article here: <https://bit.ly/2JjIYOy>

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

Could more daylight be a simple, free way to improve the lives of dementia patients?: <https://tgam.ca/2FgwbHd>

Geriatric Services Conference: This year's Geriatric Services Conference theme is Connect, Collaborate, Create and will take place on April 12th at the Vancouver Convention Centre. You can register for the conference here: <http://geriatricconference.providencehealthcare.org/>

Important Dates

Mar. 19, 2019: 1400-1500

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

Holy Family North Wing

Mar. 21, 2019: 1400-1500

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

MSJ Main Dining Room

Mar. 26, 2019: 1400-1500

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

Holy Family North Wing