

Residential Care for Me Weekly Update - March 22, 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

When is a cup of tea more than a cup of tea? Rehab assistant Jess finds that a cup of tea provides not only a warm and comforting beverage, but an opening into conversation and trust between herself and the people who call Langara Residence home. It can be especially significant for individuals that may not engage with larger group activities or exercise programmes, preferring one-on-one chats or keeping to themselves. "When they were living at home in the past, our residents could make a cup of tea for themselves anytime they wanted. But many people need a bit more help these days and I think get frustrated having to explain their order every time." Jess says. "Once you know how they like it they know they can just wave and you'll make it up for them. And it takes five seconds and makes a person really happy, so why not?" Whether they stay to chat or enjoy it on their own, having a cup of tea made is just another small thing that helps Langara feel like home.

~Ar and Jess , Rehab Assistant, Langara Residence

Kudos & Compliments

Highlights from the week

Holy Family Megamorphosis and Household Innovation: Staff, residents and family continued to build on the energy of Megamorphosis with their first Megamorphosis sustainment meeting this Tuesday. The meeting kicked off with staff sharing meaningful moments from the last week. The discussion then turned to how to sustain some of the processes that have been successful so far. Some of the sustainment solutions discussed were:

- Keeping extra batteries for the Find Me Lights with the unit coordinator
- Asking laundry to label and wash the new, colourful privacy curtains when they wash the existing ones.
- Trying out the Cover and Comfort Wraps
- Creating a "New Resident Box" with extra name plate supplies and leaves for the Community Tree. Also leaving extra leaves with the social worker to give to the family when new residents move in.



Kudos to the team at HFH for their hard work and for continuing to create emotional connections every day!

Dear Holy family staff,

Thank you to each one of you for the care and support you have provided to our family and also for all that you did for our late father, Gian Singh Tung.

We really appreciate all that each one of you did for his care. We will be forever grateful to each one of you!

Thank you!
God bless.

yours truly,
Randhawa family!

Expressions of Gratitude: A testament to the great care being provided by the staff at HFH, a family who attended the last memorial service made a generous donation to Megamorphosis in the North Wing neighbourhoods. Thank you to the Randhawa family for your generosity!

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

Presentation: The Lived Experience of People With Dementia: Presented by Dr. Romaine Gallagher as part of the Catholic Physicians' Guild Meeting. Complete details can be found in the attached poster.

The Power of Words: <https://vimeo.com/122528299>

Finding the Why - Enabling Active Participation in Aged Care: <https://bit.ly/2uINkcm>

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. 26, 2019: 1400-1500

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

Holy Family North Wing

Mar. 28, 2019: 1400-1500

Holy Family Residence Town Hall - *All HFH residents, family and staff welcome!*

HFH Main Dining Room

Mar. 28, 2019: 1400-1500

Youville Community Gathering - *All Youville residents, family and staff welcome!*

Youville, Heather Place