



<http://www.providencehealthcare.org/residentialcareforme>

#ResCare4Me

## Residential Care for Me Update – January 26, 2018

[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 a place, it is a feeling*.

### Meaningful Moments

Inspired by the stories from Megamorphosis, each week we will highlight a meaningful interaction that brings us one step closer to the vision.



Mrs. Chew is a lovely and caring woman. She is always walking around and wanting to help others. She exudes caring and compassion and has a great need to nurture and have purposeful things to do. This connects to what we know of her as a person; this amazing woman raised 4 children and now has 11 grandchildren! Certainly being a mother and grandmother is part of her roles, routines, skills and emotions. Due to declining memory she has been living more in the realm of past memories, so when she saw the doll that I brought to Heather Place, she immediately reached out for him to hold him. She was so happy that she was kissing the doll and introducing the doll to others. It was a chance to give again. Her husband says the doll is “reminding her of old times”. The staff have now brought a cradle to her room to help the doll sleep and the family may bring in a stroller to trial. It’s amazing to see how this doll has given such meaning and joy to Mrs. Chew as it validates her roles and feelings. Please come and see Mrs. Chew on Heather Place so she can introduce you to her doll baby. It will surely warm anyone’s heart to see the moments of joy something so simple and sweet can bring.

~Sheralyn Manning, OT, Youville

### Kudos & Compliments

Accomplished this week

**Enhancing Resident Care:** Kudos to the Sheralyn Manning at Youville for successfully obtaining one of the St. Paul’s Foundation Enhanced Patient Care (EPC) grants last summer, to be used for sensory enriching activities for residents living at Youville Residence. Mrs. Chew is one of the beneficiaries of the grant, with the doll described above. That doll can be found at AdoraDolls.com. Doll therapy is one way of spreading love and joy to people if it relates to who the person is in the past and present. Our OTs can tell you more about how it can be used in a way to make it valuable and therapeutic.

**Kudos from the Health Minister!** While at a BC Care Providers Association event today, Health Minister Adrian Dix mentioned Providence Health Care, saying “Providence Health Care is leading some of the innovation in Dementia Villages and leading the innovation that is required in this sector of care.” Great work, team!



## Inspiration

Stories from Others

**Reflecting on David Sheard’s visit...:** The RCfM Working Group met today and we started the meeting by reflecting on what we learned from David Sheard’s talk in November. Many in the group commented on how moving and inspiring he was. Two of the topics that resonated with everyone were his messages around the importance of “matching” residents who are at similar stages in their dementias as well understanding that different staff may have different strengths, which can create opportunities to match staff skill with resident needs. See below for full list of reflections.

## It Takes a Village...

Your help is needed!

**2018 Research Challenge:** Applications for the PHC Practice-Based Research Challenge for 2018 are now being accepted. This is a great program for point-of-care nursing and allied staff who are looking to learn more about research and have a question from clinical practice that they want to answer. This program provides funding for successful applicants as well as support throughout the research process. Please encourage your staff to apply with their great ideas! More information can be found here: <http://phcnews.ca/news/announcing-phc-practice-based-research-challenge> The deadline to apply is February 14<sup>th</sup> at 4:00 p.m. **EVERYONE** – please encourage any staff to apply!

**IlluminAid:** The project is now complete and the remaining money will be used to buy extra IlluminAid components. If you have a resident who you think may benefit from IlluminAid, please contact Sonia for a potential trial. Also, one of our next steps is to conduct a research project. We would love to be able to take advantage of the Research Challenge for this purpose, but need a point-of-care staff member to be on the team! **ANYONE** – let Sonia know if you know someone who would be interested in conducting research on IlluminAid.

**Collecting Meaningful Moments:** Let’s keep sharing our great work to help inspire each other! **ANYONE** - please send me meaningful moments that you create or witness. Just send a quick email to [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca) with your story. Don’t worry about spelling or grammar - just capture the moment and why it was meaningful, I will take care of the rest.

## Important Dates

February 13, 2018	1230-1430 – Residential Care for Me Navigation Group Meeting	Youville 6 <sup>th</sup> Floor
February 23, 2018	1000-1200 – Residential Care for Me Working Group Meeting	Youville 6 <sup>th</sup> Floor

## Residential Care for Me Working Group – January 26<sup>th</sup>

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Reflections on David Sheard workshop: What is one thing (or question) that stood out for you?

- Very moving – hard to explain how moving to others who didn't attend
- Reflections on matching people e.g. First Available Bed
  - Language
  - Cognitive abilities
- ?why colours were chosen – what are reasons behind choices
- Being with not for; engage
- Have people with skills that match the needs → each household will look different
- How it looks when you wear your heart on your sleeve; how we need to also share if we are asking residents to share
- Personal struggle to remember how he was showing us to be with residents – use ourselves therapeutically
- Change is going to take time
- Workload issues arrive when we don't have the match (needing to constantly switch our thinking depending on who we are caring for)
- How involved residents need to be – e.g. in interviews
- How to match in unionized environment
- How do we involve residents in our meetings?
- Change can happen (we have seen such harm from institutionalized staff and residents - learned helplessness)
- Flexibility to be open, know the person, build connection
- Bringing similar people together
- Passion of David Sheard
- Story of the gentleman with cane that was hitting, and how hard staff worked to learn what he needed, which was to collect eggs
- Hiring construction worker as care manager
- Change is good
- Dementia doesn't cause behaviours, we do (by restricting people from doing what they want to do)
- Creativity required to understand peoples' needs
- We can do this
- What happens if everything we learned is a lie?
- Seeing the physical changes – need to group people so can focus on the person as a whole