



Home for Us Weekly Update - August 02, 2019

Home for Us 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



Anyone who knows Daisy Mae knows that she loves 2 things: thrift store shopping and fast food. This week Daisy Mae and Sarah Boon, Rehab Assistant at Youville Residence, took one of their trips to the Salvation Army Thrift Store in Kerrisdale, followed by a trip to McDonalds. Sarah made an effort to match the interests that Daisy Mae expressed, going the extra mile to encourage her to make her own choices and pursue her goal to go out, shop and spend her own money on things she loves. They had a fantastic time!

"Look what I bought at the Thrift Store for \$5.99!!"

Sadly, this will be the final thrift store outing with Sarah, at least for a while. Sarah is going back to school to study Community Rehabilitation at the University of Calgary starting in September. Sarah will definitely be missed, but everyone at Youville wishes her all the best!

~Loretta Teeuwsen, Spiritual Health Practitioner, Youville Residence & Parkview

Kudos & Compliments

Highlights from the week

Caring with Creativity is growing at Langara!

"You have to just go ahead because for most people who resist bathing, there won't be a "good" time" This is one of the statements that Neeta and I asked RCA's, Nurse's and CNL's to think about as we explored perceptions about people and the services we provide.

Over the past couple of weeks, a *Caring with Creativity Part I* has taken place on each neighbourhood-Aspen, Birch and Cedar, where we have used three different activities to explore perceptions, encourage self-reflection and challenge opinions, such as the one stated above.

Coming up in August (this month), is *Caring with Creativity Part II* and *Part III* will be in September. Stayed tuned for more updates! We are basing this work on the ground-breaking career of Pioneer, Joanne Rader: <https://bit.ly/2MoWfWm>

PS: For most people with dementia, it is possible to develop a personal care and bathing plan that keeps people clean and avoid the struggle that can arise, just by being creative with adapting the approach, method, day and time of day.

Thank you to the Langara team for being a part of this opportunity to grow person-centered care through creativity and safety awareness.

~ Kim Smith, Seniors Care Program Specialist Geriatrics- Dementia

Key Messages from the August 02, 2019 Working Group Meeting:

1. We would like to recruit more people as Community Members (Resident/Family) for this Working Group. Contact Robena Sirett to talk about next steps if you would like to recommend someone.
2. Langara initiative “Caring with Creativity” explores values, beliefs, attitudes among staff about bathing. Contact Neeta Uppal to learn more.
3. Brock Fahrni leaders raised an ethical issue related to the meaning of home and living communally with others.
4. Youville team is piloting “Come Alive” as an approach to appropriate use of antipsychotics. This will be coming to all homes in the fall. Contact Kim Smith, Sharon Miller, Courtney Symes and/or Jenny Hyman to learn more.
5. Seniors Care Scorecard will be launched this fall to align with the needs of the Board Quality and Safety Sub Committee, as well as highlighting information already publically available through CIHI and the Office of the Seniors Advocate. This information will come to the Working Group regularly.
6. Turn Around Time from referral to admission to our homes is being reviewed by CNLs with support from Bruce Kung, our (relatively new to us) Performance Improvement Consultant (PIC). He will reach out to CNLs with more information and support. We will review data in September as VCH will be monitoring and pull back funding for Turn Around Times longer than four working days.
7. Supporting residents to lay down in the middle of their day was raised in the context of fall management (Rested people may be less likely to fall) and residents direct each moment. Discussion ensued:
 - o Planning to support a resident to lay down during the day needs to be a conversation with the team to determine, why, when, how and who
 - o Supporting a resident to lay down is the work of the whole community; how can each member support each other:
 - Training/refresh on transferring/using lifts
 - Supporting a care aide, e.g. make a bed, get a resident a drink, while she transfers someone with a lift
8. Conversation about Dementia Care Matters second workshop:
 - o Validating of megamorphosis
 - o Overwhelming how we can match residents together who do not have dementia because of four bed rooms
 - Match residents at meal times and for recreation/social activities

It Takes a Village...

Your help is needed!

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: <https://bit.ly/2HctSXQ>

Inspiration

Stories to Learn From

Supporting older people in care homes at night: <https://bit.ly/2KbMNCz>

"What is that?" A poignant short film by Constantin Pilavios on how love is patient: <https://bit.ly/2MxhLGR>

Important Dates

As part of Seniors Quality Leap Initiative's (SQLI) commitment to sharing best practices, below is the schedule for upcoming free webinars: <https://clri-ltc.ca/>

August 22, 2019 - Supporting the Rainbow Community: Real Stories

August 13, 2019 1230-02:30pm

Home for Us Navigation
Group Meeting

Youville Conference Room

August 13 & 14, 2019

Rocky Point Ice Cream
Truck Celebration!

August 30, 2019 11am

Veteran's Candlelight
Tribute

*Brock Fahrni 3rd Floor
Garden weather permitting.
Otherwise 3rd Floor
Multipurpose Room*