



Residential Care for Me Weekly Update - January 4, 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

"For a long time, task and assignments have been our main focus at work...but it was a great blessing to attend our GPA course (Gentle Persuasive Approach) which opens to more understanding with our resident / senior adults. It taught us to be passionate in serving and providing our residents with a meaningful and purposeful life by ensuring they receive exemplary care, focusing on who they are, their beliefs, values and their ability instead of their disabilities. So having said that we all got into a great spirit and joy this Christmas...in decorating the entire unit with trimming, personalizing items hanging on the tree for our seniors at BF4. Just like our home and their home."

~ Sumathi Manis and the BF4 Staff

Kudos & Compliments

Highlights from the week

Key messages from the RCfM Working Group Meeting: The working group had a very productive first meeting of 2019. Here are the key messages from the meeting:

Communication Communication Communication

- The Residential Care Working Group Meeting is a monthly meeting of leaders from across our five homes and across disciplines, along with family and community partners. Our focus is to build on culture change from an institutional/medical model to a social model of care through sharing information, discussing ideas and supporting excellent clinical care. This gathering allows us to ensure all work in Residential Care is aligned to the goals of RCfM (emotional connections matter most, residents direct each moment and home is a feeling).
- Agenda items can be sent to Sonia Hardern or Robena Sirett.
- The Weekly RCfM Update is the communication tool we will use to communicate any decisions, actions or other key information from this meeting. We will revisit the effectiveness of this method in a few months.
- All RCfM Working Group Meeting members should share key messages from the Working Group as well as other information in the update with residents, families and colleagues.
- Information about the vision of Residential Care for Me can be found at the top of this newsletter and at this website:

Relationship Centred Care Sessions

- Linda McNutt and Paul Whitehead facilitate 4x4 hour sessions with staff in the pre-work phase of each Megamorphosis. These sessions are meant to address the anxiety that comes with change, such as a shift in care model that emphasizes Emotional Connections Matter Most, Residents Direct Each Moment and Home is a Feeling.
- The sessions focus on relationship with our self, relationship with others and our relationship with the meaning and values in our lives.
- Paul and Linda would like to offer a condensed version of the work done in both the Navigation and Working Group these sessions so that we, as leaders, understand what staff attending these sessions experience. There may also be benefit in experiencing the session as a way of evolving a shared understanding of the Working Group.
- Some options for time and format will be sent out by email to the working group.

Holy Family Megamorphosis: As the pre-work for Megamorphosis begins for HFH, staff, residents and families may be noticing a few new faces hanging out in the North Wing. Robena Sirett, Heather Mak and Courtney Symes spent this week at HFH getting to know residents and staff in preparation for Megamorphosis. Their goal has been to start building relationships with residents and staff at HFH, which is key to the goals of ensuring emotional connections matter most. Meanwhile, the two households have started their physical transformation with new paint! The amazing team from Painted Spaces painted hallways and doorways bright, vibrant colours as part of the creation of the two new households of "Gastown" and "Hollywood". Keep an eye out for our amazing muralist, Ann, who will be starting some murals in the North dining room very soon.



In the News: Residential Care for Me was fortunate to receive a grant from the Saint Mary's Hospital Foundation. Each fall, the foundation provides financial support to health-care organizations, focusing on programs and initiatives that are most compatible with the principles of compassionate care exemplified at Saint Mary's Hospital. Carrie Willekes (manager at MSJ) and Judy Finch (St. Paul's Foundation) were at the awards event to accept the award on behalf of Residential Care for Me. You can read about it here: <https://bit.ly/2FdyzyO>

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: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-residential-care-me-update>

Inspiration

Stories to Learn From

Long-term and dementia care urgently needed in mother tongue for multilingual patients, experts say: <https://tgam.ca/2SU6PmC>

Important Dates

Jan. 8, 2019: 0800-1000

Residential Care for Me
Navigation Group Meeting

*Holy Family Education
Room*

Jan. 11, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
What is a Household? *All
residents, family and staff
welcome!*

*Holy Family North Dining
Room*

Jan. 15, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Who We Serve - *All
residents, family and staff
welcome!*

*Holy Family North Dining
Room*