



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

#ResCare4Me

Residential Care for Me Update – February 2, 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

Meaningful interactions that bring us one step closer to the vision

Quite often in our homes, information regarding a resident dying is kept hush hush. Usually, when one of our residents pass, their bodies are quietly moved via a back route where it is not so visible. Residents have noted to staff that they wished they are told when a friend is sick or in hospital as they would like to enquire how they are doing. Sometimes, they do not learn of one of their friend’s passing until they see the list of names who will be honored at the Memorial Service. One of our residents who had been living at Langara for a number of years was sick and was admitted to hospital. While she was in hospital, many of her friends here asked about her as she has a significant social circle. She was assessed to be near the end of her life and returned to us where she would live out her remaining days. Our resident and her family members were very open of how the end of her life was approaching and she wanted it to be meaningful. With the resident and her family’s permission, staff members informed her social circle and let them know that she had moved into the Palliative room and welcomed visitors. Residents from the second and third floors made their way down the escalator to visit her, appreciative for the opportunity to reminisce, share laughter and hope and to say goodbye. This allowed for many meaningful moments to occur and allow individuals to have closure with someone they cared about.

~Sandra Lee, Manager, St. Vincent’s Langara

Kudos & Compliments

Accomplished this week

Holy Family Innovation: A third schematic design meeting was held with the consultants today, along with Licensing and Infection Control reps. Meetings with the Holy Family team around clinical planning and more detailed design will start next Thursday!

Megamorphosis version 2.0 is coming! Planning for Megamorphosis 2018 is in high gear. Youville Residence will be embarking on Megamorphosis this spring, with both Marguerite and Heather Place taking part this time around. Pre-work activities will start in late February, with the 2 week intense period occurring in early April. Stay tuned for more details or let Sonia know if you are interested in getting involved with planning.

Gratitude: Here is a lovely note sent to our Holy Family team from a very grateful family. I am sure there are many examples across our care homes. Here is just one. Thank you to all of our staff!

To all staff and nurses who cared on all levels for our loving son and brother, [redacted]

The strength from Holy Family was more than enough our family needed in such a hard time.

Your love surrounded [redacted] and all of us, and will always be cherished.

We would like to thank you for all the hard work and natural care you provided.

[redacted] felt at home with all of you which made all of us feel at home. His Love will always surround us and may it follow you in life as well.

God Bless you all.

Fact or Fiction?

Putting rumours to rest

“I’ve heard that we are moving away from Eden because of Residential Care for Me...”

We are not moving away from Eden and still continue to be a member of Eden. The Eden principles align very well with the goals of Residential Care for Me. In fact, the relationship-based nature of the Eden Philosophy is a large part of the culture change that we aim to achieve, where emotional connections matter most, residents direct each moment and home is a feeling. Residential Care for Me is the name that encompasses all of the work that is occurring at PHC Residential Care to create homes where we all want to live and work.

Do you have a rumour you would like to check out? Email shardern@providencehealth.bc.ca

Inspiration

Stories from others

“I am a person with dementia and a person with rights” Here is a recorded webinar on learning to practice from a human rights’ perspective: <https://brainxchange.us8.list-manage.com/track/click?u=42d3dda06d31f20b2d894f558&id=f8618b62c3&e=8010756175>

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. More information can be found here: <http://phcnews.ca/news/announcing-phc-practice-based-research-challenge> The deadline to apply is February 14th at 4:00 p.m. **EVERYONE** – please encourage any staff to apply!

IlluminAid: If you have a resident who you think may benefit from IlluminAid, please contact Sonia for a potential trial. **ANYONE** – let Sonia know if you know someone who would be interested in conducting research on IlluminAid through the Research challenge

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 with your story.

Important Dates

February 13, 2018	1230-1430 – Residential Care for Me <u>Navigation Group Meeting</u>	Youville 6 th Floor	
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