

## Residential Care for Me Update – January 5, 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 and move us closer towards the vision of **L.I.F.E.** 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*.



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

#ResCare4Me

### 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.

Thank you to Sharon Miller, CNL at Youville for sharing this lovely moment:

*Would you like a cup of hot chocolate? The question rang out repeatedly on the Youville neighbourhoods last week on a cold dreary day. What led to the idea was two things. The need for spontaneity in all our lives; and the idea that hot chocolate or a cup of tea can warm us up and make us feel like we have been hugged.*



*The hot chocolate was a hit! We went to the neighbourhoods, and to the adult day program and shared with people who live and work here. One person who has begun eating after not being able to for several months saw the marshmallows and hot chocolate and exclaimed ‘WOW’ so joyfully that it was impossible for everyone present not to feel happy! Boy, did he enjoy several marshmallows and hot chocolate! His joy was contagious.*

*So, the plan now is to make a variety of teas and hot chocolate available for the neighbourhoods at Youville and serve it spontaneously whenever someone looks like they could use a cuppa something and a little company!*

*Sometimes the smallest things can be big.*

### Kudos & Compliments

Accomplished this week

**Holy Family Innovation Project:** With the new year upon us, work on the Holy Family Innovation Project will be starting up again. Working sessions with the architects are scheduled to start the week of January 15<sup>th</sup>. Clinical Planning Working Group meetings at Holy Family have also been scheduled

for the 2<sup>nd</sup> and 4<sup>th</sup> Thursday of the month in the Fireside Room.

## Inspiration

Stories from Others

**Learning from the Dutch ‘neighbourhood care’ model:** <https://tgam.ca/2CKH3O6>

**Research Article: Residents’ engagement in everyday activities and its association with thriving in nursing homes:** (Article attached. Thanks Heather M. for sharing)

## It Takes a Village...

Your help is needed!

**Call for Alzheimer’s-related stories:** January is Alzheimer month and Ann Gibbon, our Communications specialist is on the hunt for Alzheimer-related story ideas for the PHC News. If you have any ideas or work that you would like to highlight, please email Ann at [AGibbon@providencehealth.bc.ca](mailto:AGibbon@providencehealth.bc.ca)

**Collecting Meaningful Moments:** Sitting through the various accreditation meetings at our homes, I was struck by a great sense of pride hearing about the great things being done every day. It was energizing to hear these stories being shared. As well, many of the pledges coming out of the David Sheard workshop were around creating 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.

**Sharing our strengths:** The working group talked about how we might use our results to improve. **ALL WORKING GROUP MEMBERS** will talk to their teams and identify areas of strength for their sites based on their site’s results. Please be prepared to report back on your conversations at the next meeting.

**Let’s get the word out!** The working group agreed to offer this weekly update to families as well as all staff. Please print and post the PDF version of this document, or print them off as handouts. Anyone who wants to receive an email version can email Sonia at [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca).

## Important Dates

January 9, 2018	<i>1230-1430 – Residential Care for Me Navigation Group Meeting</i>	Youville 6 <sup>th</sup> Floor
January 26, 2018	<i>1000-1200 – Residential Care for Me Working Group Meeting</i>	Youville 6 <sup>th</sup> Floor
February 13, 2018	<i>1230-1430 – Residential Care for Me Navigation Group Meeting</i>	Youville 6 <sup>th</sup> Floor
February 23, 2018	<i>1000-1200 – Residential Care for Me Working Group Meeting</i>	Youville 6 <sup>th</sup> Floor