

Residential Care for Me Weekly Update - September 14, 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 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

Mrs. A has been a resident at HFH for 2 months. Three weeks ago we were able to have her husband move in as well. They were overjoyed to see each other and were thanking everyone in sight! Their joy spread to everyone at the home - residents and staff alike. The staff were very happy and many mused they hoped their spouses would be so happy to see them at a similar age! A day or so later, however, Cecilia, our Spiritual Care Practitioner noticed a table of ladies who are usually chatting happily looking a little sad and quiet. She sat down with them and they told her how seeing the happy couple made them realize how much they were missing their husbands and wishing they were still here to be with them. Cecilia guided the residents to reminisce about happy times with their husbands and before long the smiles were back! We have now been able to move the couple into a semi private room together and they are very happy as is their family. They seem to trade beds once in a while. We've told staff not to worry about that but just to make sure the right person gets the right medication!

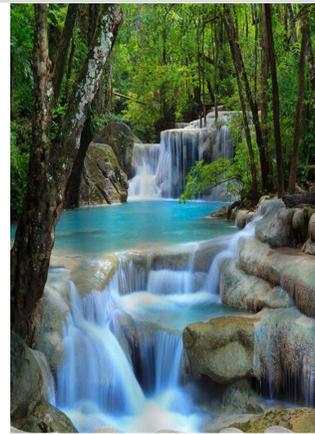
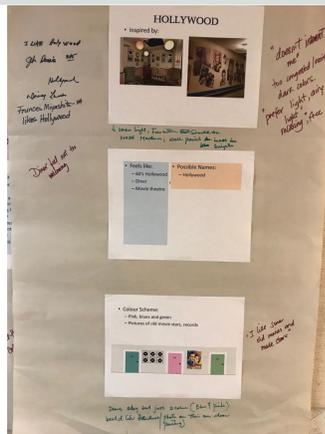
~Rae Johnson, Site Leader - Holy Family

Kudos & Compliments

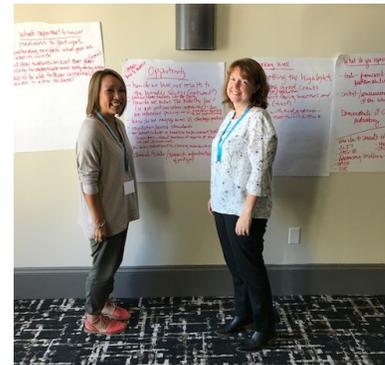
Highlights from the week

Holy Family Household Innovation: Instead of a large Town Hall meeting this week, there was a slightly more intimate gathering for residents, staff and families of the two North Wing neighbourhoods that are going to be turned into households. The group was asked to choose their neighbourhood's new theme. Neighbourhood 5 chose Hollywood while Neighbourhood 6 chose Gastown. Both staff and residents had great ideas for decoration such as coloured LED coloured lights in the hallway or having a "walk of fame" in the Hollywood neighbourhood. The next step will be to work with an artist to design the look. We also talked about how residents would want to refresh their rooms. One resident has offered to let us use his room as a prototype to test ideas, such as accent walls and turning the unusable washroom into a closet space. More to come on this...

In the meantime, the shower curtains that residents chose to help create a more calming atmosphere in the shower rooms have arrived. They will be used to cover up equipment in the room so that residents see a nice calming scene when they enter the room. Residents like them so much that they are asking if they can have them in their rooms! You can see a picture of one of the shower curtains below (waterfall).



Seniors Quality Leap Initiative: Heather Mak (Clinical Nurse Specialist) and Sandra Lee (Manager, Langara) were in New Brunswick this week to take part in the Seniors Quality Leap Initiative face-to-face meetings. The Seniors Quality Leap Initiative is an International Collaborative of high performing care homes who aim to learn from each other and work together to enhance quality of life and quality of care in care homes. Heather and Sandra shared work that they have been doing at St. Vincent's Langara to improve pain in our residents as well as some of the findings from our residents focus groups. We look forward to hearing more about what they learned once they return next week.



Inspiration

Stories to Learn From

Why these university students like living with their roommates: intergenerational living in Canada <https://bit.ly/2OoFpmS>

Lessons learned to date from implementing the Butterfly Model in Canada: <https://t.co/flzpf5SBq7>

Talks and Tables Event: This event is part of the Dialogue on Aging presentation series hosted by PHC and takes place next Wednesday. See this link for more information on the speakers and date/time: <http://phcnews.ca/news/join-us-next-talks-tables-event>

It Takes a Village...

Your help is needed!

Let's get the word out! Please print and post the PDF version of this document for residents, staff and family who may not have access to this email. Anyone who wants to receive an email version can sign up with Sonia at shardern@providencehealth.bc.ca.

Important Dates

Sep. 17, 21, 2018: 1345-1445

Megamorphosis Tea Party at MSJ

MSJ Dining Room

Sep. 27, 2018: 1400-1500

Holy Family Innovation Project Meeting: *all HFH residents, family and staff welcome!*

HFH Main Dining Room

Sep. 28, 2018: 1000-1200

Residential Care for Me Working Group Meeting

MSJ, Harvest A (3rd floor)