



Residential Care for Me Weekly Update - October 19, 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

After the Megamorphosis activity today at MSJ, Robena and I were testing out the size of a new tablecloth for the dining room tables. As we unfolded the red tablecloth with a white floral pattern, a resident who was watching TV got quite excited and told us that it was very pretty. We placed it on the table and put a vase of flowers on top to show her what it could look like. Again, the resident told us how pretty the tablecloth, and now the flowers, were. As we left, we gave her the vase of flowers to keep on her table. She couldn't stop telling me how nice the flowers were. Even when I was talking to another resident, she wanted to point them out to me. Small things like colourful tablecloths and flowers can be taken for granted but this interaction showed me how much joy they can bring to our residents.

~Sonia Hardern - Performance Improvement Consultant

Kudos & Compliments

Highlights from the week

Megamorphosis at MSJ: The focus for this week's activities was "home is a feeling". On Monday, the staff and residents wore champagne coloured glasses (literally) as they looked at colours, ideas and inspirations from other homes for decorating. On Wednesday, Mary Gallop (volunteer coordinator), Agatha Ng (physiotherapist) and Monica Ng (occupational therapist) led a fun activity about the "stuff of life" and things that residents might like to have around. They brought in a cart full of things like a rotary phone, games, and books to show residents. Monica even had a book from 1934! The week ended with lots of laughter and great conversation and residents looked at how we might identify their rooms. Prototypes of name boards were passed around and residents had the opportunity to share with staff what they would want to put on their name board. One resident shared that he wanted his name board to read "King Kong", a nickname that his family and friends use. Another wanted to have pictures of his favourite foods: ice cream and barbecue pork. One more week of pre-work activities to go before the two week intense portion of Megamorphosis!



Celebrating Ste. Marguerite d'Youville: Youville Residence celebrated the life and legacy of Ste. Marguerite d'Youville this week with a celebration that included everyone answering the question "what makes you special?" and writing the answer on paper daisies. You can read more and see pictures from the event here: <http://phcnews.ca/news/youville-celebrates-ste-marguerite-dyouville>

Commemorating the Battle of Britain: On **Sunday, September 16**, our intrepid veterans from Brock Fahrni braved the cold and rain to pay tribute to the 78th Anniversary Commemorative Battle of Britain at Boundary Bay in Delta. Seven veterans from Brock Fahrni attend the ceremony. You can read the full story and see photos from the event here: <http://phcnews.ca/news/commemorating-anniversary-battle-britain-providence-people-and-veterans>

Inspiration

Stories to Learn From

Dance lessons for the lonely - on the NHS: <https://www.bbc.com/news/health-45861468>

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

Oct. 22 & 26, 2018: 1400-1500

MSJ Megamorphosis Pre-work Activities: Physical Environment & Where Decisions Are Made

MSJ Main Dining Room

Oct. 29-Nov. 9, 2018

MSJ Megamorphosis! (2 week intense)

MSJ Residential

Nov. 2, 2018: 0800-1000

Residential Care for Me Working Group

MSJ Harvest Room A (3rd Floor)