



Residential Care for Me Weekly Update - September 21, 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

I was attending the MSJ Megamorphosis Town Hall launch and sat beside one of the residents who was sitting in a wheelchair. Towards the end, she started to get a little bit restless and was pulling at her seatbelt. I tried a few different strategies to try to emotionally connect with her. I sat closer and rubbed her back a little bit. That seemed to help but it didn't last for long. I then tried to distract her with something. Again, that worked for a little bit but it didn't last. A family member who was at the same table told me that she was new to MSJ and that she wanted to go home. At this moment, Robena came by and asked if she could help. Hearing the story, she took the brakes off the resident's wheelchair. Bingo. The resident used her feet to propel herself and off she went. For the rest of the time that I was there, this resident pattered back and forth around the room, happy to be moving around on her own. This was a lesson to me. Compassion isn't just about showing kindness; it is also about recognizing when someone can do something on their own and helping them direct their own moment.

~Linda MacNutt, Relationship Centred Care consultant

Kudos & Compliments

Highlights from the week

Megamorphosis at MSJ: Megamorphosis kicked off with great energy this week. On Monday, almost 30 staff, residents, families and volunteers gathered to talk about the importance of names and to find out from residents how they want to be addressed. On Tuesday and Wednesday, 32 staff attended their first of 4 Relationship-Centred Care sessions with Linda MacNutt and Paul Whitehead. We ended the week with another Megamorphosis tea party centred around the theme of compassion. Egg tarts were shared and over 30 residents, staff, family and volunteers sat together to talk about the qualities of compassion and what each of us wants to grow in ourselves. Taking a laughter break was one quality that people chose and we managed to grow that quality as a group

during the session thanks to some staff with a great sense of humour.



Keeping the Light Shining: Kit Chan (PHC dietitian), Patricia Rodney (UBC nursing faculty), Anne Leclerc (PHC physiotherapist), Chris Bernard (PHC spiritual health practitioner) and Karen Pott (PHC occupational therapist) were at the Catholic Health Care Association of BC annual conference on Sep. 20th to present their research on Supporting Long Term Care Residents Throughout the Dying Process: Understanding and Addressing Related Health Care Provider Stress. You can learn more about their research here: <http://professionalpractice.providencehealthcare.org/ltc-team-support>

Inspiration

Stories to Learn From

Why a memory town is coming to your local strip mall: an interesting take on reminiscence therapy <https://bit.ly/2xrfOmY>

Changing the Lives of People with Dementia: <https://www.bbc.com/news/in-pictures-45471581>

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. 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)

Sep. 28, 2018: 1200-1230

MSJ Megamorphosis: Lunchtime Activity

MSJ Main Dining Room