

Residential Care for Me Weekly Update - January 25, 2019

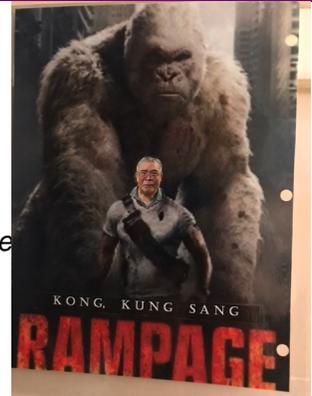
Residential Care for Me started as an innovation and improvement project to understand the residential care experience for residents, family and staff. Building on the insights gathered from months of observations, interviews, focus groups and surveys, we are now in the next phase of "**Megamorphosis.**" 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

Sometimes, meaningful moments don't require a lot of words. One of our residents, who likes to be referred by his nickname, King Kong, told our unit coordinator Winnie that he did not like the hospital-like name tag on his closet. So, Winnie made him a custom name tag. He loves it! And I love that King Kong felt comfortable to tell us that he didn't like his current name tag. Thank you to Winnie for listening to our residents and making them happy!

~ Carrie Willekes, Manager, Mount St. Joseph Residence



Kudos & Compliments

Highlights from the week



Holy Family Megamorphosis and Household Innovation: HFH staff were busy with pre-work this week as they had their first of 4 Relationship Centred Care sessions. In addition, there was great energy on Monday, as the team talked about the importance of names and compassion. The team rounded out the week with an activity that is always filled with laughter. Residents had an opportunity to turn the tables on staff and feed them pureed food to help staff understand what the food tastes like and what it feels like to be dependent on someone else to eat. Key insights from this activity were that the experience depended on the mood of the person assisting. Staff observed that it can be hard to have time to swallow between bites if the person assisting is feeling rushed. As well, it is hard to know what is being served when food is pureed so it may help residents to tell them what they are eating. Thanks to all of the residents who helped out with the activity and to the staff who put cotton balls in their mouths to simulate dysphagia.

Also, here is an article published in the PHC News this week about the work being done at HFH: <https://bit.ly/2Uj2p9Q>

Reflections from Langara Visit to MSJ: On the morning of January 14th, 6 staff, 6 residents and 3 family members (including the Chairs of the Resident and Family councils) from Langara attended a tour of MSJ to find out more about Megamorphosis. In a reflection by Social Worker Norma Chan, she wrote: *"The most valuable message we learned from the tour is 1) how to bring joy, peace and comfort to residents, and 2) how to address and honour individual uniqueness. We realized that Megamorphosis isn't an "organization / management / mega" change but rather more a shift in micro/individual level of practice in reinforcing the Eden philosophy in daily care. Residents commended the Megamorphosis process and noted that there were similarities to what Langara already does, which reflects how our team is constantly trying to improve and provide compassion and person-centred service to our residents. At their resident's council the next day, they also commented on the bright, uplifting environment and noticed the effort staff made to engage residents and be more accessible. When Megamorphosis comes to Langara, we will be building on already good work to build an even better place for residents that will feel even more like home."*



Pioneering: Residential Care for Me has had an abstract accepted for the 2019 Pioneer Network Conference in August. The topic will be "Megamorphosizing Residential Care: Shifting from an Institutional to a Social model. Congratulations!

In the News: Media continues to roll in about the announcement last week for a dementia village in Comox. Here are some more articles:

- Interview with CTV News Vancouver Island: <https://bit.ly/2DwNZNq>
- Story in the Victoria Buzz: <https://bit.ly/2sLkBx2>
- Article on CFX-1070: <https://bit.ly/2RRDspb>
- Article in The Comox Valley Record: <https://bit.ly/2sItFCL>
- Article on Global News: <https://bit.ly/2UcU7Qv>

It Takes a Village...

Your help is needed!

Come one, come all! Anyone who is interested in volunteering for Megamorphosis at HFH, please email shardern@providencehealth.bc.ca. We look forward to having lots of volunteers every day from March 4th to March 15th. Sign up for any time during the day, and for however long that works for you.

Working Group Members! Please share the information from the weekly update with your teams (at your home, within your discipline, etc.). Previous weekly updates can be found here: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-residential-care-me-update>

Inspiration

Stories to Learn From

The Northern Ireland Hospice has developed a Dementia Wellbeing Clinic. <https://www.bbc.com/news/uk-northern-ireland-46966411>

The Opioid Crisis is Hitting Older Adults: <http://goodtimes.ca/the-opioid-crisis-is-hitting-older-adults/>

'It's the dementia, it's not me': How this woman finds resilience in the face of memory loss: <https://bit.ly/2RDyGuc>

Important Dates

Jan. 28, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Care Alert Board - *All residents, family and staff welcome!*

Holy Family North Dining Room

Feb. 1, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Yes I Can Help & Language Matters - *All residents, family and staff welcome!*

Holy Family North Dining Room

Feb. 4, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Stuff of Life - *All residents, family and staff welcome!*

Holy Family North Dining Room