



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

#ResCare4Me

Residential Care for Me Update – May 25, 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 stories from Megamorphosis, each week we will highlight a meaningful interaction that brings us one step closer to the vision.

The family of a resident asked me a long time ago if I would consider accompanying this resident to his daughter’s wedding. His daughter visited her dad often and it was an honour to be asked to do this. Flash forward to the wedding...it was amazing to see him rise to the occasion. I was so happy to see this wonderful father get to be there for his equally kind and loving daughter. What really touched me was the team effort at every level. Staff came in early to help him dress up in his best suit. They were so happy for him. It meant something to everybody to help him and his daughter. Everyone worked hard to get him there. It was especially nice for me, as a health care worker, to feel so trusted and to know that I can make genuine connections and be able to see people through such meaningful life phases.

~Tania Andrasik, Total Care Worker, Parkview

Kudos & Compliments

Accomplished this week

MSJ’s Got Talent: A huge kudos to Lennie Tan, music therapist, and the team at MSJ who held their first talent show last week to showcase their amazing residents. Some residents sang songs that they chose, while other residents (who claim that they can’t sing!) played as part of a tone bell choir. Everyone enjoyed making music with their peers. Of the many highlights, a daughter who had expressed having difficulty communicating with her mother after her father died, sang a duet with her mom and was observed stroking her mother’s hair. There were compliments all around, especially for the professional Chinese musicians who so kindly accompanied the residents. Both these singers and residents have asked to do this more often, as it was very meaningful for them!



It takes a village...and some hidden talents: MSJ held their annual ‘Casino’ afternoon this week and, as always, it was a hit! Here’s a recap from Carrie Willekes, Manager at MSJ Residential Care:

“During one of my monthly meetings with Bridgette (Crothall) and Benson (Business Initiatives and Support Services) we were talking about spicing up the already popular event. I discovered that they both had bartending

experience from back in the day! I am not one to let great skills go to waste and without hesitancy they both volunteered to dedicate the afternoon creating fun mocktails for our residents and staff. It was not long before I received an email from Mary Gallop (volunteer services) who heard about this and wanted to join as well. They brought supplies from home and \$36 worth of juice later we were mixing it up! What fun the residents had listening to the mixing in the martini shakers and watching them



pour splendid colours into cups with little umbrellas. They dressed up and put on a great show while staff and family sipped away while they socialized and assisted at the tables. Jennifer (Sodexo) and her team experimented with sweet bean soup as a snack as well as this has been a popular request. It went over very well! We could not have done it without them and wanted to acknowledge how amazing they are!

In the media: The latest issue of the St. Paul's Foundation newsletter is out and there is a fantastic article on the work of Residential Care for Me. You can read it here:

<http://helpstpauls.com/articles/a-transformation-in-elder-care>

Key Messages from the Working Group Meeting:

- We reviewed our program meeting structures and clarified the importance of family, staff and resident involvement and the importance of the Residential Care for Me Working Group (which has evolved from the Residential Care Practice Council and Elder Care Practice Council) as an action oriented working group. Discussion was held about opportunities to build partnerships with community and VCH owned and operated sites. We agreed to think about the opportunities and we will discuss further on June 22.
- Brigit Lueck from the Alzheimer's society presented the new opportunity for First Link support for residents and families during the transition to Residential Care. We received a package of information specific to residents and families in Residential Care. More copies of the brochures can be ordered. <http://alzheimer.ca/en/bc/We-can-help/Resources/First-Link-dementia-helpline> Brigit could come to homes to talk to staff residents and families. A few ideas include Town Hall or Community Gatherings or Family Council. Her request would be a minimum of 10 participants to ensure good use of resources.
- Round table:
 - BF- eight GPA sessions planned; CNL spoke of the impact on how caregivers approach residents and are looking deeper to understand the meaning behind people's actions.
 - MSJ- successful Casino night!
 - Langara- success of the dietitian's cooking demos that engage the residents; dietician and chef are planning to team up to make it bigger.
 - Holy Family- Nursing week celebration, Golden Theatre complete with popcorn and tickets is planned to be revived.

It Takes a Village...

Your help is needed!

Have an idea that needs funding? The St. Paul's Foundation Enhanced Patient Care Fund grant is back! This fund provides small grants (up to a maximum of \$5000 for initiatives that will directly enhance patient and resident care at PHC. The application is out and is due on May 31st. If you need more information, please contact Sonia.

Collecting Meaningful 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 with your story.

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 email Sonia at shardern@providencehealth.bc.ca.

Inspiration

Stories from Others

Who knows a local celebrity who might want to visit our homes?

<https://twitter.com/OLTCAnews/status/997903509323476993>

Important Dates

June 12, 2018	1230-1430 – Residential Care for Me <u>Navigation</u> <u>Group Meeting</u>	Youville 6 th Floor
June 22, 2018	1000-1200 – Residential Care for Me <u>Working</u> <u>Group Meeting</u>	Youville 6 th Floor