



<http://www.providencehealthcare.org/residentialcareforme>
#ResCare4Me

Residential Care for Me Update – June 1, 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.

I was recently visiting Marguerite Place at Youville and had stopped briefly to interact with Mrs. C, a woman who does not speak English at all. Our interactions are as simple as me smiling and gesturing to the doll she carries. She always engages for a brief moment and then goes her own way. At that same moment, another resident, Ms. G, who I have come to know as an avid shopper who enjoys fashion returned from the Treasure Room on the 6th Floor. This space has been set up as “thrift shop” with donated items including clothes, accessories and small household décor items for residents to “shop” for free. Ms. G goes there frequently and today had brought home some bangles to give to Mrs. C. As they cannot communicate verbally, it was a simple exchange of putting the bangles on the other woman’s wrist and a smile. A small gesture between neighbours. I am so glad we have the Treasure Room!

-Robena, Clinical Planner

Kudos & Compliments

Accomplished this week

PHC Impresses at BC Care Providers Annual Conference:



Plenary : Finding the true meaning of person-centered care

Jo-Ann participated in the opening plenary discussion the meaning of person-centred care.



Holy Family Innovation Project: Journey to a Household Model in Residential Care

Sonia, Heather and Rae presented on the principles of creating a household model and the Fallunteer Program at Holy Family

Words Matter

Jo-Ann participated in a panel discussion regarding how language can hurt or help care for seniors.

Her key messages:

1. Communicate in a simple and clear way.
2. Speak in a way that is understood by many.
3. Understanding is a right.
4. Challenge planning tables to have residents, staff and community partners present.
5. Capture the voice of people.
6. People we serve engaged in decisions.
7. Abolish case studies and hear people's journeys/stories.
8. Remember why we exist.



Telling our story: The latest edition of the St. Paul's Foundation Newsletter, Promise, is out with a feature article on the culture transformation work being done by our program! Here's the link to the article: <http://helpstpauls.com/articles/a-transformation-in-elder-care>

It Takes a Village...

Your help is needed!

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

Research Based in PHC Homes is Published:

'It's Like Chicken Talking to Ducks' and Other Challenges to Families of Chinese Immigrant Older Adults in Long-Term Residential Care:

Sharon Koehn, PhD, Jennifer Baumbusch, RN, PhD, R. Colin Reid, PhD, Neville (Ka Ming) Li, M.A.

Abstract

Immigrant older adults are increasingly moving into long term residential care (LTRC) homes; however, most were designed and continue to be run in accordance with Anglocentric norms and values. Participation and interest in Family Councils—through which they might collectively voice concerns—was low within our purposive sample of nine Chinese-origin residents living in LTRC homes and 11 family carers. Our study, conducted in two LTRC homes in British Columbia, Canada between January and March 2016, further explored participants' perceptions of quality of care by staff and quality of life of residents. Our findings negate participants' rationale that they do not attend because they have no issues to raise. Solutions must recognize that carers' time is precious and care-work is gendered; language incongruity and failure to address it marginalizes residents and their family members. A culturally informed reticence to speak out is reinforced when attempts to do so are silenced. <http://journals.sagepub.com/doi/10.1177/1074840718774068>

Important Dates

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