

RESIDENT CENTRED CARE [RCC]

VALUES AND BELIEFS

The Executive Directors and Department Managers have successfully completed the education sessions for Resident Centred Care and Service Excellence and are busy working to ensure the Values and Beliefs foundational to resident – centred care are integrated into daily practice.

Belief #1: Residents are Experts for Their Own Lives: Residents know themselves the best.

The beliefs that “**residents are experts for their own lives**” and the importance of “**listening**” are clearly reflected in the story of John Moslely at Wellesley Central Place (Newsletter, April 2011). In the Service Excellence model, the staff learned that the ability to listen is the key to ensuring that the care he/she provides is exactly what the resident/family is looking for. Staff in the Life Enrichment Department truly listened to John who wanted to host his own Movie Night. John researches movies that the rest of the residents would enjoy and talks about it before he presses “play”. John has shown movies such as, The Easter Parade, Uncle Buck, My Cousin Vinny and a Bing Crosby Classic. John was inspired to host this program and in part has inspired other residents to host/run their own programs. Vanda Rocha on 3West approached Life Enrichment in March and decided she wanted to volunteer as well. Vanda runs a monthly program “afternoon tea and stories with Vanda” as well as welcomes new residents to the building. These two residents are now part of Life Enrichment’s new Residents Centered Care initiative and will continue to inspire others along the way.

Belief # 2: Human Dignity (Respect): Care for residents as whole and unique human beings, not as a problem or a diagnosis

The belief that residents are cared for as “**whole and unique human beings**” and made to feel special, is reflected in the picture below at Sherbourne Place on Mother’s Day. Many of the female residents are mothers but often do not have family to help them recognize special days. The staff has learned, through the Service Excellence model, that it is essential to go the ‘extra mile’ to do what it takes to make the resident feel special and **WOW’d**. The staff in the Life Enrichment Department made it possible for all the moms in the facility to be honoured with a long stem red rose. As you can see by the smiles, this was a **WOW moment** for these ladies! Problems and diagnoses were forgotten for the moment. The ‘smile factor’ continues at Sherbourne Place for residents as well as staff.

Stay tuned for other stories in future Newsletters which will demonstrate how staff has made other resident-centred values and beliefs ‘come alive throughout the organization.