

*"ACCENTUATE
THE
POSITIVE"*

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"ACCENTUATE THE POSITIVE"

As the name suggests this package is about looking positively at old age and at people living in residential aged care facilities.

It's about focussing on individuals, their personalities and abilities - and it's about making Nursing Homes good places for people to live in, to work in, and to visit.

The package has been designed for nursing and personal care staff who care for frail aged people. It's easy to use and doesn't require an expert trainer. After all it is based around two things that we're all very familiar with - listening and talking.

Every residential aged care facility is different, and there is no single blueprint for change. For this reason "Accentuate the Positive" doesn't try to give any quick or easy answers.

It aims to encourage thought and discussion about the needs of individuals, and it will assist participants in providing care for aged people within the Nursing Home community.

GETTING STARTED

It's important that someone in the Nursing Home is responsible for the running of the workshops. If you will be nominating this person, have a think about who would be best for the job.

The most important role that they will have is in leading the discussion sessions - so pick someone who you think will be able to get people talking. It will also help if they're a good listener and have a good rapport with other staff.

After you have nominated someone, give them this booklet. The following notes are designed to help them in planning the sessions and running the workshops.

THE PACKAGE INCLUDES:

Video Programme

For viewing by all nursing and personal care staff who work with residents. The video is in five parts, each of which is followed by discussion questions.

Leader's Notes

The Leader's Notes contain the Key Themes of each of the video segments and a list of discussion questions. Discussion prompts have also been included to help you guide the group discussions.

ABOUT THE PACKAGE

This package has been designed to be as flexible as possible so that you can choose how to use it. You may decide to cover each segment and discussion in separate sessions or schedule longer sessions and cover several segments at the same time. You will need to allow about an hour for each video segment and group discussion.

Use it in separate one hour sessions

If you are covering each segment separately it's a good idea to keep the same group together and to run the sessions as close together as possible - for instance over five consecutive days. This will help to keep everyone interested and involved in the sessions.

Note down the major points which come up in discussion so that you can remind the group at the beginning of the next session.

Use it as a one day workshop

If you can schedule a whole day you could complete all five video segments in one day.

HOW NOT TO USE IT

If you're short of time you may be tempted to just let the video run through without stopping for the discussions. Resist the temptation!

It's much better to wait until you have more time.

The video is designed to pose questions for group problem solving. If you don't allow enough time for people to talk things through, they won't be able to come up with any ideas!

GENERAL HINTS

- * Hold the sessions in a quiet room to avoid distractions or interruptions.
- * Arrange chairs in a semi-circle around the television.
- * In the discussions try to get everyone involved by asking for their opinions.
- * Remember there are no right or wrong answers consider everyone's point of view.
- * Don't feel bound to stick to the set questions. Sometimes sidetracking can bring out some valuable comments.
- * To get the discussion back on track just move on to the next question.
- * Cover as many of the questions as you can...but don't hurry through them. It's much better to cover one or two properly than to skim over all of them.

BEFORE THE SESSION

Familiarise Yourself

You will find it very easy to guide the discussions if you do some simple preparation beforehand.

Watch the video segment and look through the Key Themes in the discussion notes.

Read through the questions and think about the sorts of responses which might come up in discussion.

Schedule Sessions

Schedule a whole day if you are holding a workshop.

Schedule one hour per video segment if you are using the package in separate sessions.

Get A Group

Together

The ideal group size is around six people. Try to make the group as varied as possible by including people who work in different areas or occupations within the Nursing Home.

Keep the same group together for each session.

DURING THE SESSION

Show The Video

Simply show the video and stop at the end of the segment.

Guide The Discussion

The most important thing is to get the group talking. The discussion prompts are there to help you to do this.

Cover as many of the questions as you have time for, but don't hurry the group or cut the discussion short in order to touch on all of them. While all of the questions are important, it's much better to cover one or two properly, rather than to skim over them all.

Make Some Notes

As the discussion proceeds make some notes in the space provided. You can then use these at the beginning of the next session to remind everyone of what they talked about last time.

If you want to run a more structured workshop, encourage the group to make their own notes by photocopying and handing out the Key Themes and discussion questions. They could then keep these as their own record of the discussion.

SEGMENT 1 - "MOVING TO A NURSING HOME"

"You never think you're going to grow old. You don't think of that yourself do you? You don't ever think you're going to end up in a Nursing Home or anything. You think your life will just go on as it is."

Eileen Bell

Key Themes

Residents tell us about what it was like to have to move into a Nursing Home and how it has changed their lives.

Some of the things that they focus on are; having less independence and control over their own lives, and what it's like having to depend on other people.

We consider 'quality of life'. What does it mean to us and how would it be affected if we had to move into a Nursing Home?

SEGMENT 1 - DISCUSSION QUESTIONS

Q.1 What are the things that are most important to you in your life?

Family, friends, hobbies and interests, having independence, your job, pets?

Notes

Q.2 How would you feel about moving into a Nursing Home?

Anxious - not knowing what to expect.

Angry - to be in this position.

Lonely - at the prospect of living with strangers.

Sad - at leaving behind a familiar house, full of
- memories and treasured possessions.

Notes

SEGMENT 1 - DISCUSSION QUESTIONS

Q.3 *What would you miss if you moved into a Nursing Home?*

Having your own things around you. Being independent.
Having control of your own financial affairs. Privacy. Family,
friends and Neighbours. Pets, hobbies and interests.

Notes

Q.4 *How difficult would it be for you to keep up with your friends, your interests and hobbies?*

More difficult to see friends - having to travel or rely on them to visit. Difficult to keep up hobbies and interests - because of lack of space, the different environment, or perhaps noise levels.

Notes

SEGMENT 1 - DISCUSSION QUESTIONS

Q.5 What could you change in your Nursing Home to help people to adjust to moving into the home?

Introduce people and help them to get to know each other. Get to know people and find out about their interests. Making adjustments to the routine or the surroundings so that people can continue their interests and hobbies. Trying to involve relatives more in Nursing Home Life.

Notes

SEGMENT 2 - "UNDERSTANDING NEEDS"

"I've got a longing all the time to get someone to care for. Someone to love - who needs care and I need them myself. It's a terrible thing not to feel needed."

Molly Greaves

Key Themes

Residents tell us about some of the things they need for their quality of life.

They talk about many things which are important to all of us - having independence and privacy, being respected as individuals, and being able to make choices and decisions about their lives.

We look at how you can help residents to maintain these things by listening to them and watching them, and by focussing on their abilities.

We consider attitudes to old people and how our attitudes can influence the way we relate to people.

SEGMENT 2 - DISCUSSION QUESTIONS

Q.1 How do our attitudes influence the way we relate to old people?

We tend to assume that all old people have the same disabilities, eg. deafness, confusion. We often have low expectations of what old people can do for themselves. We think that old people want our help with every little task, whereas this is not always the case.

Notes

Q.2 How could you find out about the needs of individual residents?

By listening to residents and finding out more about their past lives. By getting to know residents as individuals and finding out about their likes and dislikes. By being alert to people's abilities, and watching how they choose to do things for themselves.

Notes

SEGMENT 2 - DISCUSSION QUESTIONS

Q.3 How are the needs of residents taken into account by your Nursing Home?

Residents' physical needs (for food, shelter, rest etc.) are well cared for in the Nursing Home. Does the Nursing Home take into account residents' emotional and social needs? What about their needs for independence and privacy?

Notes

Q.4 How can you do your job differently so that residents have more control over their own lives?

By assisting residents to live their lives the way they want to. By ensuring that residents have the right to choose for themselves. By respecting residents' wishes in the way that you care for them and communicate with them.

Notes

SEGMENT 2 - DISCUSSION QUESTIONS

Q.5 How can residents be given choice?

Residents can choose how they want to arrange and decorate their surroundings. Residents can choose how and where they spend their time. Residents can choose what they wear, and what they eat.

Notes

Q.6 How can you do your job differently so that residents have more independence?

By asking people if they would like assistance before stepping in. By ensuring that residents' have the right to choose, and by respecting their choices and decisions. By creating and maintaining a homelike environment.

Notes

SEGMENT 2 - DISCUSSION QUESTIONS

Q.7 What can be done to protect residents' dignity and privacy ?

By using residents' preferred names. Showing respect in the way you speak to residents and in the way you work with them. By treating residents in the way that you would like to be treated.

Notes



SEGMENT 3 - "MEETING NEEDS AND COMMUNICATING"

"A few of them tell me of their love affairs....it makes you feel that you have some knowledge and wisdom. I think that's one of the main things - that you need to be needed and thought you were needed."

Alice Tarlton

Key Themes

We look at how you can offer choices to residents so that they have more control over their lives, and greater independence.

For some people, living in a Nursing Home can be very isolating. We all need to have a sense of belonging and also to be able to express ourselves. Residents talk about how the way that you communicate with them can help them to feel part of a community.

SEGMENT 3 - DISCUSSION QUESTIONS

Q.1 When can you communicate with residents?

During the everyday routine - showers, meal times. During recreational activities. In the evenings.

Notes

Q.2 How could you improve communication within the existing routine?

By getting to know residents' personalities and by relating to them as individuals. By fostering a sense of community and relating to people as members of the whole Nursing Home community.

Notes

SEGMENT 3 - DISCUSSION QUESTIONS

Q.3 *What changes could be made to the routine to improve communication?*

By making the routine more flexible so that more time could be spent with residents during showering, or during other activities where you have individual contact with residents.

Notes

Q.4 *How do you communicate with confused residents?*

By touch.

By listening and responding.

By trying to understand the confused person's perspective.

Notes

SEGMENT 4 - "RELATING TO PEOPLE"

"Some of them tell me about their love lives....it makes you feel that you have some knowledge. They say you must surely have experienced this and you're able to talk with them."

Alice Tarlton

"We have a residents' committee so that we're able to voice our opinions... and fears and hopes for the future. I think it's most important because some people are afraid of saying anything....I'm not as you would gather."

Alice Tarlton

Key Themes

We all need to be able to express our thoughts and feelings to other people. However, residents who are confused may have greater difficulty in communicating than other people. You can help them by trying to understand their perspective and by making contact with their feelings. Spending time with people is the best way to get to know them. We take a look at some of the opportunities you have to give people specialised attention within your routine. We take a look at how important relatives and friends are to residents and to the whole residential aged community.

Being interested and stimulated in our lives helps us to have a positive outlook. We consider how activities can help to enhance residents' lives.

SEGMENT 4 - DISCUSSION QUESTIONS

Q.1 *What activities are available in your Nursing Home for residents with different levels of ability?*

Outings, gatherings in the Nursing Home, singing, music, card games, Happy Hour, hobbies.

Notes

Q.2 *Are these activities providing residents with a range of experiences?*

Enjoyment from reminiscing, listening to music, gardening. Keeping up interests and hobbies. Practising skills and learning new ones. Social contact and relaxation. Keeping in touch with what's happening in the community. Pleasure and entertainment when residents initiate activities on their own behalf.

Notes

SEGMENT 4 - DISCUSSION QUESTIONS

Q.3 How can you learn more about individual residents?

By talking and listening. By asking residents questions about their lives, their interests and their hobbies.

Notes

Q.4 Why are relatives important to Nursing Home life?

Relatives provide a direct link for residents with their life before entering residential care. Contact with relatives provides pleasure, and feelings of being important and worthwhile. Relatives are important to the social life of the whole residential community, and they provide a link for everyone with the community outside the Nursing Home.

Notes

SEGMENT 4 - DISCUSSION QUESTIONS

Q.5 How could you reduce stress for confused residents ?

By being calm, and by helping residents to feel relaxed. By trying to communicate with them from their point of view. By reassuring them with words and with touch.

Notes



SEGMENT 5 - "ACTIVITY AND EVERYDAY LIFE"

"Some of them are very nice. They come and give you a kiss goodnight...and say 'see you tomorrow'. I often get that and I feel that's nice."

Eileen Deakin Bell

Key Themes

The personal care activities that you are involved in are just as important to residents' lives as the recreational activities. You have the opportunity to enhance people's lives and their happiness every time you have contact with them.

Recreational activities can provide enjoyment and stimulation if they are individually tailored to residents' interests and their abilities.

We consider how getting to know residents will help you to design an activities programme around them.

We all continue to develop throughout our lives. Growing old does not stop this development. Activities can help residents to continue their interests and skills and to develop new ones.

SEGMENT 5 - DISCUSSION QUESTIONS

Q.1 How can you find out what activities would be popular with residents at your Nursing Home?

By asking people about what sort of activities they enjoy. By observing people's interests and hobbies and how they choose to spend their time.

Notes

Q.2 When and how should people be encouraged to join in?

Letting everyone know ahead of time is a good way of encouraging people to be involved. If someone is shy, you can help them to feel comfortable by introducing them to the group and making them feel wanted. If someone doesn't want to join in, this choice should be respected.

Notes

SEGMENT 5 - DISCUSSION QUESTIONS

Q.3 What resources are there in your local community and how could you use these to add to the activities you currently offer?

Parks, gardens, libraries, schools, heated swimming pools, community centres.

Notes

Q.4 How could you involve relatives in activities with residents in the Nursing Home?

By inviting relatives to join in on outings and holidays. By planning activities within the Nursing Home and inviting them along. Residents' friends can be included in activities in the same way.

Notes