



# Essex Long-Term Care Best Practices Workgroup



## Resident Centred Care Resource Kit



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## Purpose of this Resource Kit

This Resource Kit was created by the Essex LTC Best Practices Workgroup to help LTC Homes provide resident-centred care from a best practices approach. It is recommended that you purchase or download the Client Centred Care Best Practice Guideline listed on page 3 and use this Resource Kit in conjunction with this guideline.

## Audience

Long-Term Care Homes in Ontario:

- Nurses
- Management: Director of Nursing/Resident Care
- Personal Support Workers / Health Care Aides
- Any other LTC Health Care Providers

## Essex LTC Best Practices Workgroup Members

The Essex LTC Best Practices Workgroup is a “Community of Practice” committed to sharing care concerns and creating solutions from a best practices perspective within the context of understanding the complexities of LTC, fostering learning and developing competencies, promoting a sense of belonging, valuing innovative practices, and creating knowledge-based alliances.

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## Introduction to Resident- Centred Care



Resident-Centred Care is an approach to care that acknowledges the uniqueness of each of our residents and is based on a philosophy of respect and dignity. It incorporates beliefs and values that are consistent with the Residents' Bill of Rights and the Ethical Framework for RN's and RPN's in Ontario. Recognizing and honouring Residents' rights to participate, to be listened to, and to receive care that is individualized and meaningful incorporates these beliefs and values. Following this approach will create an environment where Residents feel safe and respected and will result in Residents receiving the highest level of care possible.

## Resources

Ministry of Health and Long-Term Care. (2006). Long Term Care Homes Program Manual.

Toronto, ON: Long-Term Care Homes Branch.

Nelligan, P., Grinspun, D., Jonas-Simpson, C., McConnell, H., Peter, E., Pilkington, B. et al. (2002). Client-Centred Care: Making the Ideal Real. *Healthcare Quarterly* 5(4):70-74

Registered Nurses Association of Ontario. (2006). Client Centred Care. Toronto, ON: Author. [www.rnao.org](http://www.rnao.org)

## Best Practice / Evidence-Based Guidelines – What are they again?

Best Practice Guidelines – Evidence-Based Guidelines – Clinical Practice Guidelines:

*Are systematically developed statements (based on the best available evidence) to assist practitioners and client decisions about appropriate healthcare for specific clinical (practice) circumstances (RNAO 2005)*

**What that means** is that a team of clinicians, researchers, and experts review all the evidence in the health care literature, “gold standards” in clinical practice and expert opinions and any other relevant information. Then they systematically (step-by-step) analyze all the information and from this, they create a set of recommendations. Any evidence-based/best practice guideline is an efficient way for us to quickly review the current way of providing care that is care based on evidence – what has been shown to work.

# Resident-Centred Care

**Policy** (sample template for policy development)

LTC Home	
Nursing	
Subject	Resident-Centred Care

## Preamble:

(Name of LTCH), as a long-term care facility is committed to create a caring environment where residents feel safe, respected, and important and receive the highest level of care possible. Thus, (name of LTCH) encourages therapeutic relationships that recognize and honour residents' rights to participate, to be listened to, to be respected, and to receive healthcare that is personalized and meaningful. (Name of LTCH) values the growth and development of staff through a process of experiential learning, involving a cycle of action, reflection, and consolidation of better practice. (Name of LTCH) is committed to education and implementation of best practice guidelines.

(Name of LTCH) embraces as foundational to Resident Centred Care, the following values and beliefs: respect; human dignity; residents are experts for their own lives; residents as leaders; residents' goals coordinate care of the health care team; consistency of care; timeliness; responsiveness and universal access to care. These values and beliefs are consistent with the *Ethical Framework for Registered Nurses and Registered Practical Nurses in Ontario*, the *Canadian Nurses Association's Code of Ethics for Registered Nurses*, and the Residents' Bill of Rights as stated in the Long-Term Care Statute Law Amendment Act, 1993 (Bill 101).

Demonstration of these values and beliefs throughout every aspect of resident care requires high levels of ability, creativity and insight. To this end, education will be provided based on recommendations from the *Nursing Best Practice Guideline: Client Centred Care*.

## Scope and Responsibility:

All of (name of LTCH) 's operations, care and services which includes all staff and volunteers.

## Definitions:

Resident: Inclusive of individuals, families / significant others.

Resident Centred Care: A philosophy and approach to care in which residents are viewed as whole persons. Resident Centred Care involves advocacy, empowerment, and respecting the resident's autonomy, voice, self-determination and participation in decision-making.

Best Practice Guidelines: Systematically developed statements based on the best available evidence, to assist the practitioner and resident to make decisions about appropriate health care for specific circumstances.

Reflective Practice: An ongoing process utilized to examine one's own practice / actions, evaluate strengths, and identify ways of continually improving practice to meet residents' needs.

Therapeutic Relationship: A purposeful, goal directed relationship that is directed at advancing the best interest and outcome of the client and is grounded in an interpersonal process that occurs between the nurse and the client. The qualities of the therapeutic relationship include active listening, trust, respect, empathy, and responding to client's concerns.

### **Policy:**

(Name of LTCH) is committed to Resident Centred Care through:

1. Providing orientation and staff training that are fundamental to the enactment of Resident Centred Care practices.
2. Providing clarification of personal values as well as the values and beliefs of Resident Centred Care.
3. Facilitating changes to achieve objective practice / actions that demonstrate Resident Centred Care.
4. Encouraging a care approach consistent with the Mission Statement of (name of LTCH ) and the Resident's Bill of Rights.

All staff and volunteers at (name of LTCH) are expected to provide the highest level of Resident Centred Care and services. The Resident Centred philosophy of care values the wholeness of the resident, the concerns, priorities, wishes, needs and expectations that the resident identifies as important to his/her health and quality of life. (name of LTCH ) strives to demonstrate the values of Resident Centred Care throughout every aspect of care and service.

### **Procedure:**

All staff strive to incorporate the following values into resident care provisions and seek to understand these meanings:

#### Respect

A resident's wishes, concerns, priorities, perspectives, strengths and decisions about health and quality of life are respected, even when they differ from what the

caregiver might choose for him or her self. A resident's diverse beliefs, values and practices are respected without judging or labeling personal preferences.

Human Dignity:

A Resident is offered care with a basic and genuine regard as a whole and unique human being, not as a problem or diagnosis. Human beings are continuously changing as values are prioritized and meanings clarified.

Residents are Experts for Their Own Lives

A resident knows him/herself best. A resident's right to self-determination is always given priority.

Residents as Leaders

Follow the lead of the resident with respect to information giving, decision making, care in general and involvement of others.

Residents' Goals Coordinate Care of the Health Care Team

All staff work together to meet the resident's goals.

Consistency of Care

Consistency of care is essential to maintaining quality of care. Consistency of caregiver will be provided to the resident whenever possible. i.e. meal times, residents' preferences

Timeliness

A resident's needs deserve a prompt response. All staff strive to meet residents needs in a timely manner.

Responsiveness of Care

Every resident, regardless of abilities or limitations, is to receive care that is responsive to his/her needs, values, wishes, priorities, perspectives and concerns.

**Education:**

1. All staff will receive information regarding Resident-Centred Care during their orientation.
2. A review of the values and practices of Resident-Centred Care will occur with employees' annual performance review.

## **Quality Monitoring**

As part of the organization's satisfaction surveying process, an annual evaluation of

- Residents' / families satisfaction with their individualized care plan including of values of Resident-Centred Care will be undertaken.
- Resident / Family-generated incident reports regarding care issues.

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## Resident-Centred Care

### Values and Core Processes

Values and Beliefs	Core Processes	Nursing Actions
<p><b>Respect</b> Respect resident's wishes, concerns, values, priorities, perspectives and strength</p> <p><b>Human Dignity</b> Care for residents as whole and unique human beings, not as problems or diagnoses</p> <p><b>Residents as Experts for Their Own Lives</b> Residents and their family members know themselves the best.</p> <p><b>Residents as Leaders</b> Follow the lead of residents with respect to information giving, decision-making care in general and involvement of others</p>	<p>Identifying Concerns / Needs</p>	<ul style="list-style-type: none"> <li>• Initiate discussion in order to understand the resident's perspective regarding his/her health and quality of life</li> <li>• Seek to clarify the hopes, wishes, preferences, strengths, needs and concerns of the resident from his/her perspective</li> <li>• Seek to build and optimize the resident's level of independence</li> <li>• Clarify resident's wishes and follow his/her lead in determining the involvement of others in his/her healthcare</li> <li>• Represent the resident's perspective of health, goals in life, as well as their concerns, when making recommendations to others</li> <li>• Follow the resident's lead when providing information or teaching that the resident wants with respect to his/her health situation. Teach the resident in a way that is relevant to his/her personal reality.</li> </ul>
<p><b>Resident's Goals</b></p>	<p>Making Decisions</p>	<ul style="list-style-type: none"> <li>• Make the resident and/or his/her family the key decision-maker in planning care and services.</li> <li>• Identify priorities for change or action.</li> <li>• Identify options from resident's perspective.</li> <li>• Act as a resource for residents and their families in deciding care strategies. Clarify and provide information or teaching that residents want and need, with respect to their health situation.</li> <li>• Act as an advocate for the resident's values and decisions.</li> </ul>
<p><b>Consistency of Care</b> Consistency of care provides a foundation for resident-centred care</p>	<p>Caring and Service</p>	<ul style="list-style-type: none"> <li>• Involve residents throughout the caring and service process.</li> <li>• Acknowledge the resident's expertise and encourage them to share their knowledge.</li> <li>• Follow the resident's lead in using language that is appropriate to the resident.</li> </ul>

<p><b>Responsiveness</b> Care offered to residents is responsive to their needs, values, wishes, priorities, perspectives and concerns.</p>		<ul style="list-style-type: none"> <li>• Respect and honour the resident’s choices and decisions regardless of the caregiver’s own values.</li> <li>• Use trust-building strategies to develop the resident-caregiver relationship.</li> <li>• Demonstrate respect and value to residents by listening with openness.</li> <li>• Use positive language to discuss residents.</li> <li>• Involve family members and others as per resident’s wishes.</li> <li>• Ensure that the resident’s goals are central to the coordination and consistency of care.</li> </ul>
	<p>Evaluating Outcomes</p>	<ul style="list-style-type: none"> <li>• Engage the resident and family in evaluating care and health outcomes.</li> <li>• Support the resident if or when goals cannot be met.</li> <li>• Utilize processes that provide feedback from the resident’s perspective about the quality of care received.</li> <li>• Demonstrate an attitude of openness and a willingness to change in order to improve the quality of care from the resident’s perspective.</li> <li>• Change care plans and approaches to care in order to improve quality from the resident’s perspective.</li> </ul>

Adapted from “Client-Centred Care: Making the Ideal Real”, Healthcare Quarterly 2002:5(4):70-76

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## Staff Education

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Suggested outline for staff education regarding Resident-Centred Care: \_\_\_\_\_

Introduction	<p>Background – LTC sector developed around completion of tasks</p> <p>General concepts of resident-centred care</p>
Link to Ministry Standards	Review of standards from Long Term Care Programs Manual related to Resident-Centred Care
Resident-Centred Care Policy	<p>Overview of policy</p> <p>Provide situations in which resident-centred care was demonstrated</p>
Incorporation into Resident Care Plans	Review core process / values and nursing action to incorporate these into daily resident care
Link to other policies	<p>Residents' Bill of Rights</p> <p>Abuse Policy</p> <p>Privacy Policy</p> <p>Aggressive/Difficult Resident Policy</p>
Case-based learning	Small group work - provide resident situations – staff to generate suggestions to make situation resident-centred
Questions / Wrap Up / Evaluation	<p>Each staff member to write down one way they plan to change their practice to make it resident-centred</p> <p>These will be collated and distributed to staff</p>

## Long Term Care Programs Manual:

### Standards Related to Resident-Centred Care

Standard 1: Resident Safeguards: Standards and Criteria	There shall be mechanisms in place to promote and support Residents' rights, autonomy and decision-making.
Advocacy	<p>Criteria:</p> <p>A1.1 Residents/representatives shall be encouraged and supported to participate in planning and evaluation of programs and services.</p> <p>A1.2 Residents/representatives shall be informed of opportunities to participate in their own interdisciplinary care conferences.</p> <p>A1.3 Residents' and/or their representatives shall be encouraged to participate in the assessment, planning, provision and evaluation of the resident's care.</p> <p>A1.4 Residents shall have access to and an explanation of their plan of care and shall receive assistance, where necessary, to read and understand the record.</p> <p>A1.5 With the consent of the resident, resident's representative shall have access to, and an explanation of the resident's plan of care and shall receive assistance to read and understand the record.</p> <p>A1.6 Residents shall be informed of advocacy/support agencies, available to them, which can assist them in promoting their rights.</p> <p>A1.7 Residents shall be assisted in accessing advocacy/support agencies according to their rights.</p>
Residents' Rights	<p>Criteria:</p> <p>A1.8 The resident's Bill of Rights shall be posted in large print in both English and French, in locations in the facility easily accessible to residents/representatives.</p> <p>A1.9 Residents and their representatives shall receive a copy of the Bill of Rights on admission. French-speaking residents shall receive a copy in the French language if they request.</p> <p>A1.11 Residents' rights which shall be fully respected and promoted include, but are not limited to the rights contained in the <i>Long-Term Care Statute Law Amendment Act, 1993 (Bill101)</i>:</p> <ol style="list-style-type: none"> <li>1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality and to be free from mental and physical abuse.</li> <li>2. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.</li> <li>3. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.</li> </ol>

Resident Safeguards: Guidelines	
Examples: Dignity and Respect	<p>Examples of activities which demonstrate respect for residents and which promote residents' dignity include but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Each resident is addressed courteously in a manner that demonstrates respect and using a name of the resident's choice. (e.g "Mr. James, may I take you back to your room now?")</li> <li>2. Staff listen carefully and focus on the resident when he/she is talking.</li> <li>3. Each resident's dressing and grooming promotes a dignified appearance, according to the resident's preference.</li> <li>4. Each resident is supported in being as independent as possible.</li> <li>5. Each resident's belongings and personal space are respected consistently (e.g. clothing, closets and drawers, telephone, valuables)</li> <li>6. Each resident's preferences are considered at all times.</li> <li>7. Each resident's environment is kept safe and clean at all times.</li> <li>8. Each resident's response to life events is recognized and appropriate supports are arranged for as needed (e.g. relocation, family crisis, bereavement).</li> <li>9. Each resident is assisted to maintain his/her desired involvement in hobbies, community groups and religious affiliations.</li> </ol>
Examples: Privacy / Confidentiality	<p>Examples of activities which demonstrate that residents' privacy is respected and confidentiality is maintained include but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Each resident receives personal care in privacy at all times (e.g. bathing, toilet aid, continence care, dressing changes, medical examination).</li> <li>2. Privacy in residents' rooms is respected through recognizing closed doors as a desire for privacy, respecting "do not disturb" signs, and knocking prior to entering.</li> <li>3. Each resident is provided with private time and space to be with a spouse/partner, family, friends or others on request.</li> <li>4. Each resident determines the information he wishes shared with family members and others.</li> <li>5. Health team members discuss issues related to residents in a setting where confidentiality can be maintained.</li> <li>6. Each resident's medical records are kept in a secure place; they are seen only by people responsible for the resident's care.</li> </ol>
Examples: Autonomy / Right to be Informed	<p>Examples of activities which enable residents to freely make decisions from available options about their life and care and enable them to act on these decisions include, but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Each resident is involved in any decision about admission, discharge or transfer to or from long-term care facility.</li> </ol>

2.	Each member is involved in the process of assessment, goal setting and planning for all aspects of his/her care.
3.	Each resident is provided with choices about his/her daily routine (e.g. bath or shower, time of activity, food preferences, amount of food, clothing, involvement in programs)
4.	Each resident is informed of the process of making complaints within the facility and outside the facility.
5.	Each resident is encouraged to be involved in the residents' council.
6.	Each resident manages his/her own financial affairs if he/she is able to do so and if that is the resident's preference.
7.	Each resident is provided information about his/her medical condition, treatment and recommended plan for treatment.
8.	Each resident is provided the opportunity to give or refuse consent for medical treatment, medications, and the use of restraints; the consequences of his/her decision to give or refuse consent are discussed with the resident by the doctor or another qualified person.
9.	Each resident is offered a second opinion about care or treatment as requested.
	Each resident is provided with opportunities to be involved in programs and activities which promote independence (e.g. assistance with self-dressing, walking programs, exercises, adaptations to promote independence in eating)

Source: Long-Term Care Homes Program Manual, Section 0902-01 & 0902-02

Long-Term Care Homes Branch, Ministry of Health and Long-Term Care