

Tip #6



Me in My New Home

Just as a “selfie” is about YOU, Person-Centered Care is all about the PERSON! Think of yourself in an unfamiliar situation. Finding the bathrooms and where to get a cup of coffee or a bite to eat is likely a top priority. And by the way... who are all these people and how will I remember their names?

In person-centered care, staff actively listen and observe so they can adapt to each resident's initial needs regardless of cognitive abilities. This is vital **when a person first moves into a new community... Why?** Because they most likely feel vulnerable, out of place and confused. To help you can:

- **Build trust with the person and their family before move-in. Collect detailed Life Story information and share with staff. Learn family members' names.**
- **Organize and decorate their room before move-in with comforting and familiar items, pictures, linens. Involve the person in rearranging or further decorating to their liking.**
- **Place upon their pillow a laminated welcome card with names of care giving staff and a few facts such as where their money will be kept, how they will get their medications and when their family will next visit. Add a welcome wagon gift based on their Life Story or likes.**
- **Introduce yourself perhaps by sharing a treat. Persons are at ease getting care from people they know. Check in with them often and offer tours, snacks, drinks.**
- **Support their right to be sad or angry. Validate feelings, acknowledge how difficult change is and assure them that you are “here” for them.**

Action Items:

- List each staff's role in welcoming persons during the first day and coming week.
- Use a checklist to remind staff of the tools you use to address the immediate preferences and choices of the new resident.
- Conduct a learning circle with family members to ask, “What would be the most useful way for staff to engage your loved one in the first 24 hours of their stay and during the first week?”

For more Information and Training on Person-Centered Care:

- MC5 Annual Conference May 6-7, Regional Meetings and funds for Memory & Music Go to: www.momc5.com
- MANHA Annual Convention May 31-June 3. Go to www.MLNHA.org
- MLN Annual Convention April 8-10, regional & online learning at <https://www.mlnmonursing.org/>
- Advancing Excellence Person-Centered Care Goal: www.nhqualitycampaign.org/goalDetail.aspx?g=PCC#
- How to conduct a Learning Circle go to: actionpact.com/assets/cache/learning-circle.pdf
- Pioneer Network website at: www.pioneernetwork.net
- MANHA offers a one-day seminar in three locations: **Dementia: Connecting Through Music** will be presented by Cheryl Parsons **April 28/North Kansas City; April 29/Columbia; and April 30/St. Louis.** For registration details go to www.mlnha.org or call 573-634-5345. (4 PC CEUs available)