



ELDER FAMILY MATTERS

The next best thing to family

June 2011



In this flyer

- A new service for residential facilities.
- Supporting your process of self-review.
- Elder Family Matters ideal team to support self review.
- Details around timeframe and costs of a review.
- Details around what the review entails
- Credentials of your review team



A new service for residential care facilities

Supporting your review of care services

Are you seeking to continue enhancing the quality of care that you provide your residents?

Would an independent review assist you in managing the care programme and the quality of care that you offer?

Elder Family Matters have the people and the systems to assist you by reviewing the:

- recreational activities and diversional therapy programme
- dementia care services.

What are the benefits of carrying out a review now?

A review will identify both current strengths and areas for improvement in your facility's delivery of care.

Implementation of the recommendations that come from the review will positively influence the operational culture within the facility through;

- Facilitation of an individualised strength-based approach to activity programmes, resulting in high quality person centred care for each resident enabling them to each live the last stage of life to their best potential; physically, men-

tally, emotionally and spiritually. In this environment residents will be less likely to exhibit challenging behaviour, less likely to have falls, and be more likely to show enjoyment of life and to engage with family, staff and other residents in a positive manner;

- Facilitation of a positive work environment for Carers enabling them to feel valued, supported, and competent to deliver quality care. Resulting in increased job satisfaction, decreased sick leave and increased staff retention; and
- Support auditing processes against NZS 8134:2008 - Health and disability sector standard.

Why use Elder Family Matters to carry out your review?

Because Elder Family Matters:

- have 10 years experience in providing personalised recreational and diversional programmes and providing personalised care for residents with dementia in Wellington
- personnel with the knowledge, skills and experience to carry out a thorough and professional review and provide evidence based recommendations (see credentials page)
- are not in competition with residential aged care facilities or specifically aligned to a designated auditing agency
- are independent and not seeking to either publicly compare facilities or actively promote one facility over another

What are the options?

Choose between either a review or a review with supported implementation.

A review

Reviewing recreational activities / diversional therapy services and/or the provision of dementia care services will take about 28 hours to complete per service or 52 hours for both services. A review includes: face-to-face data collection, data analysis and report preparation, and presenting the report.

Costs - The fixed fee (excl gst) for a review and recommendations related to:

- recreational/diversional therapy services is \$2250
- care services for residents with Dementia is \$2250

The fixed fee for review and recommendations for both services is \$4125 (+ gst).

A review and supported implementation

Complete review and provide guidance and feedback on implementation for a half day each month for 1 year.

Costs - The fixed fee (excl gst) for a review and supported implementation related to:

- recreational/diversional therapy services is \$4500
- care services for residents with Dementia is \$4500

The fixed fee for a review, recommendations and supported implementation of both services is \$7500 (+gst).



Supporting your care services

Elder Family Matters

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www.elderfamilymatters.co.nz

What will the review involve?

Elder Family Matters team will review the recreational activities /diversional programme by considering how well the facility:

- assesses residents' individual interests and needs in regards to developing individualised recreation/diversional therapy care plan
- it is resourced to support a quality recreation/diversional therapy care plan i.e. staffing numbers and skills, budget for outings, equipment for activities
- has developed a recreational/diversional therapy activity programme that promotes the physical, psychological and social well being of all residents in the facility
- uses feedback from residents, relatives and staff to ensure its recreational/diversional therapy activity programme continues to meet the changing needs of the resident in the facility
- coordinates volunteers to ensure that the volunteers are appropriately matched to specific activities and that both the residents' and volunteers needs are effectively met
- documents its policies and procedures in line with a quality management system
- ensures all documentation requirements are adhered to in accordance with its quality management system.



Elder Family Matters team will review the care provided for residents with dementia by considering how well the facility:

- assesses resident's dementia
- assesses residents' individual interests and needs in regards to developing individualised recreation/diversional therapy care plan
- is resourced to support quality Dementia care i.e. staffing numbers and skills
- provides guidance to Carers, family, and volunteers on managing symptoms of dementia and physical health conditions, including challenging behaviour/pain
- establishes and implements personalised companionship for person with Dementia
- supports and provides staff and family education
- transitions new residents in-to and out-of the facility
- uses feedback from residents, relatives and staff to ensure its care continues to meet the changing needs of the resident with dementia
- coordinates volunteers to ensure that the volunteers are appropriately matched to specific care activities so that both the residents' and volunteers needs are effectively met
- documents its policies and procedures in line with a quality management system
- ensures all documentation requirements are adhered to in accordance with its quality management system.





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Supporting your care services

Your review team — credentials for confidence



Credentials for confidence in your review.

Introducing: Lawrie, Alex and Emma.



Introducing Lawrie - Review management and oversight.

Lawrie brings a wealth of experience in programme development and logic modeling, auditing and moderation of quality practices, contract management of evaluation and monitoring services, instructional design, and delivery of learning programmes. This experience has been gained in organisations including: SPARC, Ministry of Education, NZQA, Victoria University, and Standards New Zealand.

With an M.Ed. and a PG Cert in Information Management he will ensure your requirement for improved service is identified, realistic recommendations are articulated, and implementation strategies are imbedded into the culture of the residential aged care facility.

Introducing Alex

Academic Qualification

- MSc. Management & Implementation of Development Projects
- B.A. Education & Audiology
- Diploma in Training

Health Qualifications

- Master of Reiki
- Dip Aromatherapy and Body Massage
- Diploma of Reflexology
- Certificate of Core Energy Mngt
- Certificate in Counselling - British Association of Counselling

Continuing education

Postgraduate Papers from Massey Uni.

- The social context of health and illness
- Bicultural perspectives in psychology
- Monitoring and evaluation - theory and practice

Work experiences

- Service Evaluations in aged residential care facilities, Māori residential mental health service, and primary care mental health programme for CCDHB
- Reviewed the mental health and wellbeing network service for RPH, Wgtn
- Anti-discrimination research design for The Mental Health Foundation
- Design and Implementation of PATHS Programme for beneficiaries with health issues for MSD

Previous employment

- Chief Executive Officer of Survivors of Trauma Centre
- Operational Programme Manager in Rwanda for Trocaire
- Regional Development Advisor in Tanzania

Introducing Emma

Health qualifications

- Registered Psychiatric Nurse
- Diploma of Massage Therapy
- Diploma of Reflexology
- Certificate of Adult Teaching

Work experiences

Extensive experience working with dementia in NZ and England including:

- **Assessing people with dementia's mental state and level of functioning**
- Documenting observations, interventions and care recommendations
- Developing and implementing strategies for managing challenging behaviours
- Developing nursing care plan templates,
- Developing and implementing programmes for transitioning people with dementia from hospital to residential facilities
- Coordinating care with multi-disciplinary team, family and friends of people with dementia in hospital, residential facilities and family settings
- Registered assessor in dementia care for Careerforce
- Educating Carers from Elder Family Matters to level 4 standards in dementia care.
- Advisory group member for CCDHB Share and Care Folder Project
- Instigated abbey pain scale, aromatherapy, and touch therapy in psychogeriatric units and residential facilities.

Previous employment

- Established and principal teacher at reflexology school including curriculum and qualification development.