

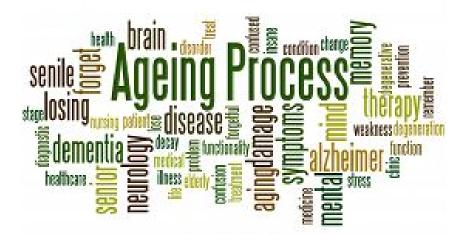
Caring for older adults in residential care: What should we know?

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What Matters Most? Study

- Large, private ARC provider piloting Eden Alternative program & philosophy of person-centred care
- Psychometric testing of QOL surveys: 120 across all facilities
 - Eden Warmth Surveys (EWS-R; EWS-S; EWS-F)
- Found to be valid and reliable measures

2 participating facilities surveyed pre-Eden:

QOL Domains

- 1. Physical Care
- 2. Functional activity
- 3. Privacy
- 4. Dignity
- 5. Meaningful Activities
- 6. Relationships
- 7. Cleanliness
- 8. Safety





Stakeholders



Methods

- Cross-sectional survey:
 - Residents (N=38),
 - Staff (N= 36)
 - Family members (N=35)



- Eden Warmth Surveys (EWS-R; EWS-S; EWS-F)
- Overall satisfaction item: Residents; Family members
- SPSS Correlation analyses



Results

Each stakeholder group reported different factors as most important to quality of life/care ...

What do you think the outcomes were?

- Residents?
- Family ?
- Staff?

Results - Family









Results - Staff





Results - Residents





What they didn't want ... meaningless inactivity





- 1. Three plagues account for bulk of suffering among Elders
- 2. Commitment to a Human Habitat revolving around relationships
- 3. Companionship is the antidote to *loneliness*
- 4. Giving and receiving prevents *helplessness*
- **5. Boredom** is prevented by spontaneous interactions
- 6. Meaningful activity is essential to human health
- 7. Medical treatment is a servant of care, not the master
- 8. Maximum decision-making authority belongs with the Elders
- 9. Creating Elder-centred communities is an ongoing process
- 10. Wise leadership is essential to the struggle against the three plagues

Conclusions: Stakeholder Perceptions

Perception of QOL and importance of activity, varies across stakeholder groups:

- Effective opportunities for active ageing must start with the resident's perception and preferences
- Emphasis on resident-staff relationship is primary indicator of QOL; activity stems from this.
- Time and resource measures need to be explored





Ultimately there's a need to get everyone on the same page:
It's all about Relationship.

