Rhythm of Life: Positive Change Philosophy

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Snapshot of ARV

Services for Seniors:
• Retirement Living
• Residential Care
• Home Care
• Affordable rental accommodation
• Allied Health
• Transitional Care
• Respite

26 Villages across greater Sydney and the Illawarra

2400+ staff

6000+ residents and clients

Assets >$1 billion (2013/14)

Annual Income >$200m

First village established in Castle Hill, Sydney in 1959
Vision

Reaching out, enriching lives, sharing the love of Jesus.

RoL Principles

Everybody......

- Has a unique story
- Deserves honour and respect
- Will be supported in making decisions relating to their life
- Will be encouraged to maintain and develop relationships that are meaningful
- Will be provided with holistic care that meets their individual needs
- Will be supported to feel safe, comfortable, welcome and ‘at home’
- Will have their needs and preferences acknowledged and valued
- Will be shown the love of Jesus
Making the change

- Executive support and sponsorship
- Organisation-wide commitment
- Leadership and change capability at all levels
- Change Management Framework - ADKAR
- New Education Philosophy
- New Operating Model
Rhythm of Life - Methodology

Local Teams – customised program

Continuous Improvement

Clinical Redesign

Participatory Action Research

Resident Involvement

Top Down – Bottom Up
Rhythm of Life – Program of Change

- Life Story – past, present and future
- Extended Breakfast – Resident Choice
- 1st 28 Days – Pre-entry
- Montessori – meaningful activities
- Dementia – a non-pharmacological approach
- Environment
ARV Adopts the PCECAT:

Person-Centred Environment and Care Assessment Tool – PCECAT

A tool used to assess and identify strategies to assist the implementation of change at Anglican Retirement Villages
Aim of the PCECAT is to determine:

- If the home/care unit has the requisites to provide person-centred care
- If services offered to people living with dementia in the home/care unit are person-centred
- If the environment supports person-centred approach to care
PCECAT Consists of Three Sections:

Section A
Characteristics of the home/care unit

Section B
Three Domains
1. Organisational culture
2. Care and activities, interpersonal relationships and interactions
3. Physical layout and design of the home

Section C
Staff strategies to improve care practices and the environment
In Conducting PCECAT

- Organisation’s documentation e.g. policies and handbook were reviewed
- Documentation relating to each person e.g. care plans and life histories
- Review satisfaction surveys
- Interview staff
- Observe interaction between staff and people living in the home
- Review the design layout and physical characteristics of the home
At Conclusion of Assessment

- Manager provided with a report
- Identified strengths
- Score for each domain
- Identified opportunities for improvement
Action Undertaken at Each Home/Care Unit

- Further implementation of Rhythm of Life
- Education on person-centred care
- Dementia enabling environments
- Agreed areas for improvement
Rhythm of Life PCECAT Results

PCECAT Results – Anglican Retirement Villages

<table>
<thead>
<tr>
<th>Domain</th>
<th>2014</th>
<th>2015</th>
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</thead>
<tbody>
<tr>
<td>Domain 1: Organisational Culture</td>
<td>80%</td>
<td>90%</td>
</tr>
<tr>
<td>Domain 2: Care and Activities</td>
<td>80%</td>
<td>90%</td>
</tr>
<tr>
<td>Domain 3: Physical Layout and Design</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Overall</td>
<td>80%</td>
<td>90%</td>
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</tbody>
</table>
Positive outcomes supported by improved Resident/Relative Satisfaction Survey conducted in May and November 2014
Extended Breakfast
Summary

Rhythm Of Life – philosophy resulting in positive change

Person Centred Environment and Care Assessment Tool – effective tool to drive and assess change
Rhythm of Life & PCECAT