

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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Butterfly Model of Care Homes™ - Update

It has been one full year since our **Willow Park unit** at Southwood Care Center was officially accredited by **Dementia Care Matters™** as two **Butterfly Model of Care Homes™** - **Serenity Cottage** and **Haven House**. It has been an amazing journey to where “**Feelings Matter Most™**” for all our staff and family members. In April, both of the **Homes** we were re-audited and both achieved the highest possible accolade - **Level 1** accreditation status, which is only achieved when accredited **Homes** exemplify ‘**exceptional person-centered dementia care**’.

We are so proud of the two **Homes** that have been created for our residents and family members that we are inspired to expand upon what we have started, by implementing another accredited **Home** on the **Fairview unit** at Southwood Care Center as well! Apart from the love, companionship and the opportunity for engagement that we have seen within our two existing accredited **Homes**, we are also seeing weight gain, decreased use of medications, improved mobility and a decrease in infections in our residents in these **Homes**!

We want to thank the families and loved ones for their continued support as we strive to expand and build upon what we have already learned and continue to work to improve the well being of those we care for.

Backgrounder:

For more than two decades, the Butterfly Model has been gaining international recognition as it provides opportunities for meaningful engagement and purpose to persons with dementia, supporting not just their physical needs, but emotional needs as well. The Butterfly Model is a “feelings-based” approach that focuses on understanding, acknowledging and embracing human feelings of those with dementia.

The Butterfly approach has demonstrated benefits to persons living with dementia by reducing their anxiety, distress and incidents of falls and providing improvement in their overall well being. The model is a proven methodology with outcome measures that have been shown to dramatically improve the overall quality of life for persons with dementia through purposeful human interactions. The Butterfly approach for caring for persons with dementia is to understand their feelings and life history; and to recognize the importance of spending time together ‘with’ the resident - not just ‘doing’ things for the resident. Caregivers and support staff are mentored and taught to shift away from ‘task-focused’ care to ‘feeling-based’ care.

The Butterfly Model of Care Homes™ project was first launched on Southwood Care Centre’s Willow Park Unit in February 2017.

IMPORTANT RESIDENT SAFETY REMINDER!

Procedural Sedation at Offsite Medical Appointments

Most Residents in long term care are ‘medically complex’ and their ability to safely tolerate invasive procedures that require sedation (e.g. dental treatments/procedures/extractions) can be extremely limited. As such, it is VERY important that all such off site appointments be **reviewed by their attending physician in advance of the resident attending such appointments**.

To help us safeguard the well being of our residents and to reduce the risk of an adverse event that could occur when ‘**procedural sedation**’ is used on residents during offsite medical procedures, we **STRONGLY urge and request** that families / loved ones ensure that they share information about all such appointments with the Unit’s Staff Nurse, Unit Manager and / or the Care Centre’s Clinical Team Leader, **prior to the resident attending any offsite medical appointment where procedural sedation may or will be used on the resident**.

The Opening Minds through Art (OMA) program at Brentwood Care Centre



Brentwood Care Centre's **Opening Minds through Art (OMA)** program has recently been recognized by the Health Quality Council of Alberta (HQCA) for offering a meaningful recreation offering and social interaction to residents with dementia. The **OMA** program allows our participating residents to become artists and story tellers. Although the Brentwood **OMA** program was not been selected by HQCA as one of this year's **Patient Experience Awards recipients**, the HQCA applauded the Brentwood team's hard work and dedication towards improving patient experiences in long term care:

"Thank you again for your commitment to listening to the voice of Albertans and making patient and family experience a priority."
- D'Arcy Duquette (Chair, HQCA Patient and Family Advisory Committee)

Chinook Care Centre - Phase II Expansion Project Update



Following the completion of Chinook's Phase II Expansion project, the original (1964) Belaire wing will have been replaced by a brand new 4-story building. Once completed, the site will offer an increased number of private resident rooms for individuals requiring Long Term Care (LTC) accommodation.

The Chinook Phase II Expansion project schedule is **anticipated** as follows:

- ♥ Estimated Construction commencement: June 2019
- ♥ Estimated Construction completion: December 2020

Intercare remains committed to providing safe, quality accommodations for the residents that we serve and we thank all of you - our valued residents, families and stakeholders - for your continued patience during the phases of construction.



Let's Hear from You!



Intercare values and takes seriously **feedback** that we receive from our residents and families. **Feedback Forms** are an excellent way to communicate your concerns, suggestions, requests and compliments to us. **Feedback Forms** are available throughout our facilities and online at Intercare's website: www.intercarealberta.com Should you choose to submit a **Feedback Form** to us, you will receive a timely response from the appropriate member of Intercare's leadership team.