

Action Pact, Inc.

October, 2006

[www. Culturechangenow.com](http://www.Culturechangenow.com)

Calling All Households

We hope that by telling the story of households that more and more organizations will see the possibilities, call and visit with organizations doing this great work, and more rapidly change the way frail elders live.

Are you an organization operating households, licensed as skilled nursing or assisted living? Or do you know of one? Tell us about it! We know it is hard and important work to create households (multiple households under one roof, or as stand alone cottages) and we want to recognize that by sharing your inspiring stories with other folks and organizations on the culture change path. Watch for our new web feature "Household Profiles." Please send the name of the organization and contact information to our web writer, <Steph@actionpact.com>.

their own daily lives with the support of a responsive, highly valued and decentralized self-led service team.

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Learn all about putting the Household Model in place in [In Pursuit of the Sunbeam: A Practical Guide to Transformation from Institution to Home.](#) <<http://www.culturechangenow.com/book-iptots.html>>. You may also be interested in Culture Change Now magazine volume 3, which describes many aspects of the physical environment of households. <<http://www.culturechangenow.com/mag-ish3.html>>

Households always include a kitchen, dining room and living room for a small group of people sharing house and home (usually 10 - 18). They direct

Have You Read? ANOTHER COUNTRY

**By
Mary Pipher, PhD**

The gradual turning of life's tide can take us by surprise, as we find ourselves unprepared to begin caring for those who have always cared for us. Pipher offers us scenarios that bridge the generation gap.

We begin to understand fully that the landscape of age is truly that of another country. Today's world is vastly different from the one our parents grew up in.

Move-in at Garden Spot

In last month's newsletter we told you about the grand opening of Garden Spot's households in New Holland, PA. This month, Steve Lindsey, CEO, shares stories from move-in.

"Frank" was the first person to move in on Friday afternoon and on Sunday his family came to visit. In preparation for that visit, the homemaker asked Frank if he would like her to bake some cookies for their visit. His affirmative response quickly resulted in a platter of sugar cookies, fresh from the oven. As his family came through the door, he greeted them with "We made you cookies!" The fact that we enabled him to practice hospitality with his family and provide for them

when they came to visit made his day... what a difference from the old days of "visiting Dad in the nursing home."

On Monday afternoon, the third resident moved in. "Esther" was with her son in her room getting settled in when the homemaker went back to talk with her about dinner. After coming back to the kitchen, she reported that "Esther just wants a chicken salad sandwich... but she wants to make it herself... so I told her that I will have all the ingredients here in the kitchen and when she is ready, she can come out and make it." How cool is that?!?

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Action Pact Training Calendar

A Tale of Transformation Workshop

Nov. 2, 2006

Pleasant View Retirement
Community in Manheim,
Pennsylvania

Four Stages Tell the Story

**\$120 (\$99 if more than
one person from the
same facility)**

ONE DAY WORKSHOP

*Assess where you are in
your Culture Change
journey and identify actions
that will move you toward
your vision.*

*Learn how in this one day
workshop with LaVrene
Norton with Action Pact,
sponsored by Pleasant
View Retirement
Community, 544 Penryn
Rd., Manheim,
Pennsylvania.*

Call 414-258-3649 for more
information or fax your
registration form to: 414-
476-8799.

*Click here to see a video
clip of the TOT DVD
available at:*

*<[http://www.culturechange
now.com](http://www.culturechange
now.com)>*

A Little Respect

The resident advisory board at Provena - St. Joseph in Freeport, IL. is just getting warmed up. Made up of resident representatives from recently established neighborhoods, the resident advisory board is the home's vehicle for resident direction and participation in transformation. They established their strength and concerns on a number of decisions related to dining, available snacks, activities, dining room tablecloths, and other decisions that would have been made by the staff in a more traditional organization.

One of the most recent efforts has been to draft "Resident Responsibilities:"

- Residents will treat staff with the same respect staff is expected to treat the residents
- Residents will treat other residents with respect

Perham Grand Opening

Perham Memorial Hospital and Home in Perham MN held an open house on October 7, 2006 with an estimated 1,000 people in attendance. Their recent physical renovation into households includes two which opened two years ago, and two which opened this year. An area that used to be an old double-loaded corridor of nursing home rooms has been transformed into the beautiful new "town center." It includes a beauty/barber shop, a chapel - complete with stained glass window

- Profanity and physical abuse is a violation of the rights of other residents and staff
- The ethnic background of the employees and residents will be respected
- Confidentiality is a common courtesy

The residents themselves thought of this as a way to build better relationships between residents and staff. We all know it is strong relationships that are at the core of transforming institution to home. In addition, highlighting resident responsibilities shows that their attitudes and actions are every bit a part of the characteristic and success of the home as those of the staff - that they set the tone. This is paramount in looking at the relationships between residents and staff more as neighbors and friends than customers and service providers.

made by a local artist - a "school room" (a large activity room), a café and a gift shop. Many staff provided tours and the resident bell choir entertained for the open house.

The households are spacious with a living room, private dining room, dining room and kitchen. They all have other smaller areas for gathering and some have porches as well. Life in the houses has been going well.

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New Book

In Pursuit of the Sunbeam

By
Steve Shields and LaVrene
Norton

The sunbeam -- the right to home, has eluded the frail elders of this country for too long. It is time for a change. *In Pursuit of the Sunbeam* is a guide for individuals and organizations looking to embrace the true home of the resident-directed Household Model. Based on James O. Prochaska's stages of change, the Norton and Shields *Change Matrix* plots the transformational journey from beginning awareness of the need for change on a personal level through physical and organizational reconstruction into households licensed as skilled nursing facilities. The authors share their experiences with nursing home transformation in the form of organizational strategies, change theory, practical development practices, leadership behaviors and inspirational storytelling. This book is the quintessential "How-To" of the Household Model - the future of long-term care. For more information or to purchase the book, visit <http://www.culturechangenow.com/book-ipots.html>

Perham, continued

Staff talked about the residents having more choices and a more leisurely schedule for the rhythm of the day. And there is a lot of special cooking going on -- several of the households really like to bake. "Even the men are looking at recipes and making suggestions," a staff member said.

Megan Hannan of Action Pact led a learning circle asking staff to describe some of the improvements they've seen since moving into households. Staff spoke of residents who had previously needed assistance to eat who are now feeding themselves. The households are hardly doing any pureed food any

more; residents are alert, awake and engaged and even living longer. Megan heard many stories about residents who had "given up" on life and then came alive in the households.

Even those in town have been affected by the change. One of the best stories shared at the open house was from a tour group who stopped at a restaurant in town before their visit. They asked the server where the nursing home was and he said, "We don't call it a nursing home any more. It is a residential living center."

A Revolution in Care Planning

Finally, a workbook that introduces the most important tool in true resident-directed, person-centered care: care planning. Changing the Culture of Care Planning: a person-directed approach by Christine Krugh, MSW and Carmen S. Bowman details the history and evolution of care planning and the innovation of "I" care plans and narrative care plans with practical information on implementation. Keep an eye out for next month's

newsletter featuring comments from the authors. To get started today, order your copy here: <<http://www.culturechangenow.com>>

