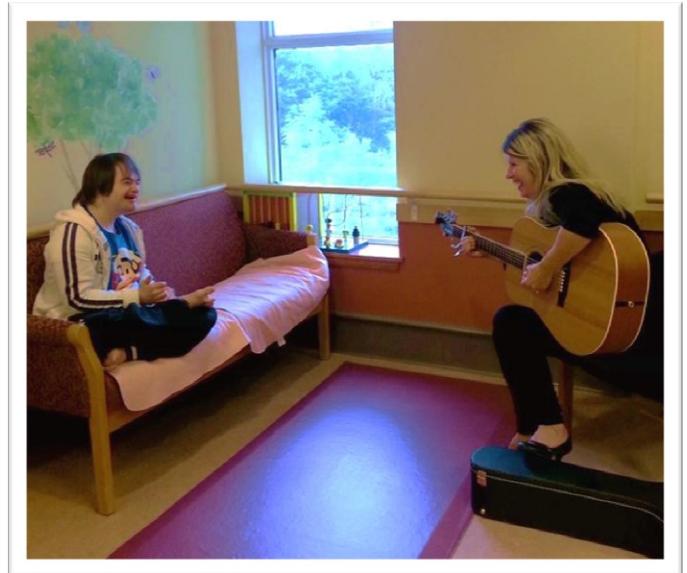


Hillsdale Estates demonstrates person-centered care in action with inspiring stories of success

The person-centered care movement in long-term care homes is about altering the institutional norms and attitudes of a facility to a more inclusive and engaged human model. It encompasses many different values that seek to improve quality of life for residents and empower staff to respond to various needs in a more personalized way.

The Region of Durham Social Services Long Term Care Homes have been working to co-create a person-centered care model across all four of their Long-Term Care homes. By engaging residents, families, and staff at all levels, together they are exploring how person centered-care will look in the homes.



A resident (left) enjoying a song from Joyce, a musician who plays for the residents at Hillsdale Estates.

Although this process is still underway, there are examples of person-centered care happening everyday across the homes. The passion of staff shines through in the many success stories. By applying behavioural supports and person-centered care techniques, staff at Hillsdale Estates in Oshawa have had the opportunity to co-create and develop these core principles in their everyday work, while making a difference in the lives of residents.

Success Story #1



When a resident was having difficulty finding the washrooms on their floor, staff took action to find a personalized solution that would be effective for the resident's specific needs. Staff sat down with the resident and together identified images that the resident related to. These pictures were used to create special signs which were posted around the floor, directing the resident to the washroom. They also posted signs on washroom doors that were similar to the signs the resident would recognize from their home country (pictured left). This technique allowed the resident and staff to co-create new behaviors in a positive way.

Staff members at Hillsdale Estates have used similar methods to help residents find their rooms by allowing them to add personal items to the outside hallway such as photographs and keepsakes that are recognizable and meaningful to each resident.

Success Story #2

Another great portrait of person-centered care in the home can be seen with behavioural improvements through validation therapy. One resident guards their room and radio and can become confrontational towards staff and other residents if they feel their space is being intruded upon. The nurses were able to make a connection with this resident by reassuring the resident that the staff are on his/her side and are there to ensure house rules are followed. Instead of belittling them, the staff work with the resident's beliefs by co-creating new approaches to care in simple ways such as cleaning his/her room while the resident is in the dining hall and asking for permission to enter their room. The resident is now able to be redirected away from confrontational behaviours by staff and is more open and friendly in relationships with others.

Success Story #3

One of the most inspiring stories out of Hillsdale comes from a young-adult with Downs Syndrome who was afraid of others and his new environment when they first arrived at the home. In the beginning, the behaviours made it difficult for staff to care for the resident because the resident was a high risk to themselves and others. The staff at Hillsdale struggled to find the tools they needed to care for the resident. By changing their perspective and looking at the resident's unique needs, staff were able to help the resident accept care and feel comfortable in their new home.



Hillsdale Estates Personal Support Workers Nancy Lozon-Bowron (left) and Karen Stratton (right) with a resident sharing a laugh.

Behavioural Supports Ontario Personal Support Workers Karen Stratton and Nancy Lozon-Bowron added decals and other special touches to the resident's environment to help him feel safe and at ease. They added bath toys to his routine to shift his view of bath time to something exciting and positive. As a result of these person-centered changes, the resident has come a long way from his first days in the facility and is now always smiling. He has found a family among the wonderful staff in his unit.

The extraordinary relationships the staff have developed with each and every resident allow them to feel empowered to respond to the individual needs of each person. They are extremely passionate about co-creating a home-like environment with the residents where they can work as a team to create positive change. Both the staff and residents at Hillsdale Estates are truly an inspirational model of person-centered care in action.