



BROADMEAD CARE

Exceptional Care. Exceptional People.

**Operating The Lodge at Broadmead, Veterans Health Centre,
and Nigel Program for Adults with Disabilities
A Publication for Families, Friends, Volunteers and Companions
February and March 2012**

Pursuing our goal of exceptional care - Broadmead Care's approach to the use of antipsychotic medications at The Lodge at Broadmead

In recent weeks you may have noticed some stories in the media which raised concerns about antipsychotic drug usage in long term care facilities in BC. Given the attention on this topic, I thought it was important to share with you Broadmead Care's position on the use of antipsychotic medications for residents with dementia at The Lodge.

Antipsychotic medications may be prescribed for residents at The Lodge at Broadmead to manage behavioural and psychiatric symptoms associated with dementia, but are used as a last resort. Medications are only a small part of how we support people with altered behaviours. We use a systematic, evidence based approach to behaviour care (outlined below) for residents with dementia. Applying this approach has helped decrease the use of antipsychotic medications. In fact, using this approach has been so successful that **The Lodge at Broadmead has the lowest utilization rate of antipsychotic medications in all of the Vancouver Island Health Authority's residential care facilities. At about 23%, this is also one of the lowest rates of antipsychotic medication use in residential care in the province.**

Here is how the care team at Broadmead Care approaches the use of antipsychotic medications:

Approximately 50% of residents who come to live at The Lodge at Broadmead already have an order for an antipsychotic medication at the time of admission. Upon admission to The Lodge, the Broadmead Care team conducts a full assessment of the resident's care needs to ensure only necessary medications are used. The care environment is monitored and adjusted to decrease anxiety, fear or aggression. This includes strategies such as: providing consistent routines; creating a safe, familiar, and comfortable space; providing quality stimulation; and providing equipment or assistive devices that support independence. Unmet needs are assessed for and addressed (for example: pain, toileting, fatigue, hunger).

Broadmead Care staff members are educated to recognize the triggers for altered behaviours in dementia and have learned how to use behavioural (non-medication) care approaches that can help reduce residents' anxiety or fear.

Broadmead Care recognizes that antipsychotic drugs may be required to manage behavioural and/or psychiatric symptoms associated with dementia, delirium and other psychiatric illness. If prescribed by the attending physician or geriatric psychiatrist, their effect is carefully monitored by staff and the need for the medication is evaluated on an on-going basis. The resident's primary family contact person is kept informed about their family member's care plan and medication.

If you have any questions about the use of antipsychotic medication at The Lodge at Broadmead, please feel free to call me at 250-658-3201, or Fiona Sudbury, our Director of Care, at 250-658-3239.

Sincerely,

David Cheperdak
Chief Executive Officer

DIRECTOR OF CARE

Planning for Incapacity

Recently I attended a workshop on personal planning for incapacity. As I have worked in long term care facilities for many years, I am familiar with the many issues that arise when people have not planned for a time when they would not be able to direct their own personal and financial affairs. As my hair colour changes and I look more like my mother every day, I know that I should stop procrastinating and take care of these things so that my loved ones have all the legal tools and information they need to take care of me if and when I can no longer take care of myself. The thing is, don't wait too long to do this! You have to get these documents in place while you are still mentally capable to do so.

The three essential documents that each of us should have in place are:

- 1) Power of Attorney: this is a document in which you appoint someone to take care of your financial affairs if you can't. Did you know you need one even if you are married and your assets are jointly held?
- 2) Representation Agreement: in this document you appoint a Representative to assist you, or make decisions for you, regarding health, care and medical matters if you are in need of assistance.
- 3) Advance Directive: this document sets out your specific instructions about the type of care that you would want or not want in the event of serious illness. I find this document is the most difficult one to complete, because it is really hard to think about being affected by a life-threatening illness or accident. But then imagine how your loved ones will feel if they have to make these heavy decisions without any guidance from you. My mom and I had many tea time discussions about my work, where she would express her wishes about what she would and wouldn't want if she was in the situation I described to her. In her final year of life, I took great comfort in knowing I was following her wishes.

Some of these documents can be done on your own, and some need to be done by a lawyer or notary public. I found some good BC websites that explain power of attorney, health representation agreements and advance directives and provide forms and tools.

<http://www.ag.gov.bc.ca/incapacity-planning/>
http://www.cba.org/bc/public_media/wills/180.aspx
<http://www.nidus.ca/>
<http://www.publiclegaled.bc.ca/>

I encourage all family and friends to think ahead and plan for the future by ensuring these documents are in place. Then make sure your family and your medical practitioner know where they are, and give them a copy too!

Lost and Found at The Lodge

Now on to a more mundane topic...lost clothing and small items. Did you drop a glove on your way into the building? Might have put your specs down somewhere at The Lodge? Wonder where mom's blue sweater has gone? There are two places to look. For small items that may have been misplaced somewhere at The Lodge, there is a lost and found board at Reception. For lost resident clothing, there is a lost and found cupboard on B Level just outside the stairwell. Please remember to ensure that new clothing you bring in for residents is always sent for marking first. With 225 residents, it is difficult to know who owns any unmarked clothing!

Adaptive Clothing

And speaking of clothing...would the resident you support at The Lodge benefit from having adaptive clothing? This is clothing that has special features such as snaps, Velcro and back openings that make it easier for residents and their caregivers to manage the tasks of dressing and undressing with dignity and without discomfort. For example back openings allow the person to dress without having to raise their arms over their heads, which can be difficult for the many residents who do not have full range of shoulder motion due to arthritic changes. Adaptive clothing is also very helpful in preventing staff injuries when they are assisting residents with dressing and or the toilet. Like many things in the 21st Century, the distributors of adaptive clothing can be found "on line". Two Canadian Companies are Easy Living Shops and Silverts. The Gift Shop at The Lodge at Broadmead has a few catalogues available for reference and a small selection of adaptive clothing and footwear for sale. The Gift Shop is operated by volunteers and all of the money raised goes to support resident programs and equipment needs.

Please feel free to contact me if you have any questions about any items in this report, or any other questions about programs, services and operations at The Lodge.

With warm regards,

Fiona Sudbury, MHSc, RN, GN(C)
Director of Care
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THERAPY SERVICES

For those who are at risk of falls, we often recommend the use of hip protectors to reduce the chance and severity of injuries that may result in the event of a fall. In the past, there has only been one manufacturer making the 'pant-style' hip protectors, leaving no choice of design for those who prefer 'pant style' over the 'underwear style' hip protector.

The biggest complaint regarding the current pant-style is the location of the pocket - there is only one pocket and it is located on the front right side. When there are items in the pocket, it can be uncomfortable, and as some people report, not very stylish.

We can now order 'pant style' hip protectors from a new manufacturer and are happy to report that there are two pockets. They are located on the sides and are 'built -in' rather than sewn to the outside. Although they are only available in a dark grey color at the moment, the material is seemingly more soft and comfortable.

If residents are interested in the new 'pant style' hip protectors (there will be a sample for you to look at) please let Therapy Services staff know and we are more than happy to arrange for them to be purchased and delivered. We are also able to investigate possible VAC funding.

Please note that current 'underwear-style' hip protectors remain available to be worn under regular pants, and the original 'pant-style' remains available for those who may prefer that style.

If you are interested in learning more about the new hip protectors, or have questions, please contact Therapy Services.

Temporary Changes to the Walking Program and Balance Classes

The Therapy Services balance classes and the walking program will be greatly reduced for approximately the next two months while one of the key staff members who provides these programs is away on leave. We realize the impact that this may have on those residents who participate in these programs and we will resume full operation of these programs as soon as possible. We thank you for your understanding of this temporary change to the services we offer.

Sincerely

Annette Elieff, OT
Coordinator, Therapy Services
250-658-3208
Annette.Elieff@Broadmeadcare.com.



SOCIAL WORK

Family Council

The Broadmead Lodge Family Council meets on the 4th Thursday of each month from 11:00 am to 12:30 pm. The Family Council is a forum for friends and family of residents to share experiences, learn and exchange information.

If you would like more information about the Family Council please feel free to contact the interim chair, Marcia or Social Worker, Tracy as per contact information below. We hope you will join us at an upcoming meeting. All family and friends of residents are welcome!

Interim Chair – Marcia Thorneycroft (250-721-0026), E-mail mthorneycroft@shaw.ca

Staff Liaison – Tracy Koebel, Social Worker, 250-658-3256 , E-mail

tracy.koebel@broadmeadcare.com

The upcoming schedule includes the following:

February Meeting - Thursday, February 23rd, from 11:00 - 12:30 in the Training Room on the mezzanine level. **Guest:** Kelly Sprackett, Coordinator of Volunteer Services

Topic: Come learn about how volunteers play an essential role in enhancing the daily life of residents. Kelly will talk about the process of screening, interviewing and training volunteers. She will also share information about the types of activities and programs volunteers assist with including the new Skype program which will help residents stay in touch with family who live out of town. Join us for an informative session!

March Meeting – Thursday, March 22nd, from 11:00 - 12:30 in the Training Room on the mezzanine level. **Topic :** To be announced. Watch for posters.

Other community support services for caregivers are offered by:

Family Caregivers Network is located at 526 Michigan Street
A resource for caregivers offering support groups, information and referral, educational workshops, resource library, newsletter and more.
Visit www.fcns-caregiving.org or call 250-384-0408. Toll free 1-877-520-3267

Alzheimer Society Resource Centre is located at #202, 306 Burnside Road West, please call 250-382-2052 for more information or visit their website at www.alzheimerbc.org. The resource centre offers support and information regarding Alzheimer's Disease and related dementias. Their services include a library, educational programs, support groups, individual support, and referral to community resources. Refer to the website for upcoming education series.

The Dementia Helpline is a service for people with dementia, their families and caregivers. It is staffed by a trained team who can provide information, and talk about topics such as diagnosis, disease progression, planning for the future, providing care and support, maintaining independence. Call toll-free 1-800-936-6033 (Lower Mainland 604-681-8651) Tuesday to Friday, 10 am to 4 pm.



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Sheilagh McIvor, Social Worker, A Level
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VOLUNTEER SERVICES

Skype Communication for Families and Friends

Skype is available on a resident shared use computer located on A1 Olympic View Lodge. We hope that this will provide opportunities for residents to enjoy electronic visits with relatives and friends who may be far away.

If you are interested supporting your resident to take part in Skype communication, please contact Denise directly at admin@tlab.ca. This way Denise can set-up and enable initial permissions for Skype in a timely fashion, from the comfort of her gulf island home or where ever she may be!

You or any visitor may wish to facilitate the communication from this end yourself or you may wish to arrange a volunteer to do this. You may contact Denise at the email provided above for technical support and information, or me (at my contact information below) to discuss volunteer facilitation for your resident. There is a binder at the computer station with all of the necessary information on Skype use, including acceptable use policy, instructions for set up and for making a Skype call.

Gift Shop Hours

The shop is open every week day between 9:00am & 3:45pm, and weekends from 9:00am to 12:30pm. The shop sells a variety of snack items and beverages, including Seattle's Best coffee and Mighty Leaf tea. It's a great place to browse while enjoying a visit with residents. We have recently made some changes to our stock and now have a larger selection of good quality items. We appreciate your support when you shop with us.

Volunteer Opportunities

As always, we have many volunteer roles open in the Veterans Health Centre and The Lodge too with Creative Arts or visiting one to one on the lodges or providing meal assistance.

If you enjoy window shopping at the mall, going out for coffee, or walks with your dog, walks with your small children, consider volunteering with a resident from the Nigel Program located in the neighbourhood of the Saanich Municipal Hall.

If you or someone you know is interested in knowing more about our volunteer opportunities, please contact me at 250-658-3205 or kelly.sprackett@broadheadcare.com

Kelly Sprackett, Coordinator
Volunteer Services



INFECTION CONTROL

Influenza and Norwalk

It has been a “slow” year for the flu. Only a few cases have been noted in the region, however, it can show up at any time. Flu season traditionally goes until the end of March, so be vigilant with hand washing and cover your cough.

Norwalk has been in several facilities on Vancouver Island and has been throughout the community. Please be aware of your hand washing techniques, as this is the best way to prevent the spread of this virus. If you catch this nasty bug, please do not visit until you are symptom free for at least 48 hours.

Thank you for helping us to protect the residents. If you would like more information or have questions, please contact me, Kristi Osguthorpe, RN (A-level Team Leader) or Al Vandergoot, RN (B-level Team Leader).... and remember, **please wash your hands.**

Jim Oldnall, RN
Clinical Resource Nurse
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Broadmead Care Foundation Receives Bequest of \$281,438 From Dorothy McConnell Estate

When Dorothy McConnell passed away, she left a great gift to the residents, staff and volunteers at The Lodge at Broadmead. In April 2008, the Broadmead Care Foundation received an initial donation of \$250,000 as a bequest from Dorothy's Will. Dorothy's daughter, Heather, was a resident at The Lodge at Broadmead. Grateful for the care that Heather received, Dorothy made provision to ensure that care could be given to others.

When her estate was settled in 2010, Dorothy's total gift to the Foundation was over \$280,000! This money was used to partially cover the costs of renovating the dining rooms at The Lodge at Broadmead. Dorothy's generosity and kindness allow residents, staff and volunteers to enjoy the lovely dining areas.

Last month's newsletter acknowledged Rudi Hoenson, whose \$55,000 to purchase a new bathtub was the largest donation by a living individual donor to the Foundation. Dorothy's gift of \$281,438 is the largest donation ever received by the Broadmead Care Foundation through a Will.

All gifts are critically important to enhancing the care provided at Broadmead Care. Government funds only partially cover staff, equipment, renovation and supply costs. It is through the generous donations of people, businesses and foundations that Broadmead Care is able to make *every moment matter*.

If you would like more information on how to name the Broadmead Care Foundation in your Will or how to make a gift to support residents' care, please contact Evelyn Stewart at 250-658-3220 or visit www.broadmeadcare.com.

