

# Turn Up Your VOICE

## Parafield Gardens



Helping Hand

Complete Process  
Report

September 2021

### Everybody Matters

Turn Up Your Voice forms part of Helping Hand's consumer engagement program, and exists to understand the experiences of residents, celebrate what we do well, and continue to improve the services and care we provide.

### Purpose

- To co-design and embed outcomes to improve the care and quality of service provided.
- Links to four of the eight Aged Care Quality Standards
  - Standard 6 – Feedback and Complaints
  - Standard 1 – Consumer Dignity and Choice
  - Standard 7 – Human Resources
  - Standard 8 – Organisational Governance
- Continuous Improvement
- Closing the loop – we respond to what we hear



### Process

Turn Up Your Voice is conducted on a 2yr cycle across all of Helping Hand's residential sites, and is broken down into 5 phases: Discovery, Reporting, Co-Creation, Embedding & Evaluation.

### Contact

For further information on TUYV, please contact the Consumer Engagement Team:  
[tuyv@helpinghand.org.au](mailto:tuyv@helpinghand.org.au)

We are pleased to present our findings from Parafield Gardens.

#### 1: Discovery: March 2020

- Customer Experience team visited the residential home for 1 week to speak with residents, families, staff and volunteers.
- Conversations were 1:1 with residents, and either in a group setting / online for families, staff and volunteers.

#### Who we listened to

**48 residents**

**9 family members**

**8 staff**

**9 volunteers**

## 2: Reporting Back: October 2020

- Report prepared for Parafield Gardens Management, and Helping Hand Executive Team
- PG Management Team constructed Action Plan to work on issues raised
- Consumer Engagement Brochure prepared for all residents, families, staff and volunteers of PG

### What we heard

Food	Staff	Activities	Homely Environment	Visitors & Company
<p>Residents enjoy catching up with friends at mealtimes.</p> <p><b>We lost power one day, so I cooked a BBQ. I had a male resident help cook and he loved it. Another staff member got him a beer while cooking. He was so happy and would give me a hard time because he had a beer and I had my water.</b></p> <p>– Staff</p> <p>Residents like that they can have their meals in their room if they like.</p> <p><b>They are very good and helpful - they bring me fresh fruit. If I need anything special, the lolly lady goes out of her way to help me, like with birthday presents.</b></p> <p>– Resident</p> <p>Residents like when their food is served hot.</p>	<p>Residents enjoy when regular staff care for them, this makes them feel comfortable.</p> <p>Residents appreciate that staff are happy, friendly and kind, and when they have time for a chat.</p> <p><b>I like joking with staff, and having a laugh.</b></p> <p>– Resident</p> <p>Staff like the Top 5 Meaning for Me tool to get more understanding of resident likes and dislikes. It can help give better care and start a conversation.</p> <p><b>Everyone helps me feel relaxed and are happy.</b></p> <p>– Volunteer</p> <p><b>The other day one of the Hotel Services staff did a sing-along at breakfast. Residents were singing along, and some got up dancing. You make their day and it makes your day too.</b></p> <p>– Staff</p> <p>Residents like when staff respond to the call bell promptly.</p>	<p>Residents like to catch up with each other and play games like dominoes, bingo and card games.</p> <p>Residents like to see other residents happy; it makes them happy.</p> <p><b>Choice to do your own thing. If you want to join, you're welcome. If you don't, no worries.</b></p> <p>– Resident</p> <p>Residents enjoy concerts and sing-alongs.</p> <p><b>We did a fundraiser and dressed up as Sister Act. The residents keep asking when the next one is. The residents were dancing and singing along. They loved it. To see the smiles on their faces was worth it.</b></p> <p>– Staff</p>	<p>Residents feel at home at Parafield Gardens.</p> <p>Residents like that they can go to their room for quiet time.</p> <p>Residents like a clean and safe environment to live in.</p> <p><b>I feel happy with my surroundings, everything, the comfortable environment.</b></p> <p>– Resident</p> <p>Residents enjoy having their own rooms and bringing in personal possessions from home.</p> <p><b>Everything here makes me content and happy. I feel better than I have done in months.</b></p> <p>– Resident</p> <p>Some residents don't like loud noises.</p> <p>Residents like to be able to look outside their windows to see the trees and birds.</p>	<p>Residents enjoy when their family and friends come in to visit or take them out for a drive.</p> <p>Residents enjoy the company of other residents.</p> <p><b>When my family visit, I'm happy. I love to see them and see that they are OK.</b></p> <p>– Resident</p> <p>Some residents would like to have visitors more often and to see their family more.</p> <p>Residents enjoy when animals or children come to visit them in the home.</p> <p><b>Visits from family, and getting out of my room, being active and laughing with others brightens the day - it keeps you alive.</b></p> <p>– Resident</p>
				

### 3: Co-creation: October 2020 & February 2021

- 2 x workshops with consumers – one with residents, families and volunteers and one with staff were conducted reflecting on positive stories we heard in Discovery Phase 1 to determine important issues / areas to work on.

#### Positive Stories

1. Some of the staff are like family. I really like it when they come in and give me a hug to say goodbye and tell me when they will be back. Staff tell me about their family and bring them in to visit me. Some of the staff know how I like my hair done so even if they are working in another area, they will come in to do my hair. Staff take me shopping and to the bank. Staff know I don't have family, so they are always checking if I'm ok. Volunteers come in and do my nails which is really nice. - Resident
2. We lost power one day, so I cooked a BBQ. I had a male resident help cook he loved it. Another staff member got him a beer while cooking. He was so happy and would give me a hard time because he had a beer, and I had my water. - Staff
3. One resident is vision impaired and can't see. She is always yelling out: 'Where am I?', 'What am I doing here?' We had spoken to her son and her husband and no-one told us what she likes. A volunteer took her to a church service, and she sang all the hymns. She loved it. That was a fluke – we had no idea that that was something she enjoyed. But she absolutely loved it. We've got cd's with hymns that we can play for her. - Staff

#### Some of the ideas for building on strengths at Parafield Gardens include:

The staff and volunteers receive high praise for their commitment and for creating 'a group soul in the place'. **How can we thank them more often? How can we acknowledge how much we value them?**

Staff and residents enjoy getting to know each other. Staff have strong relationships with residents and really know their likes and dislikes. **How could residents' stories and likes and dislikes be learned and shared more widely?**

Many residents still enjoy doing day-to-day activities, and being purposeful everyday - like cooking a bbq, washing dishes or setting the table. **How can we offer more opportunities for this to occur, or encourage residents to participate in these activities? How could less able residents be included in this?**

Based on this feedback, the below Curiosity Cards were developed to discuss in Phase 4, Embedding.



Staff and residents enjoy getting to know each other. Staff told us they would like to learn more about residents and likes and dislikes.

Strong relationships between staff and residents and knowing each other well, allows more individual care to be provided.

*How could we learn more about each others stories?*

*How can we share what we learn?*

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Completing day to day activities can help us feel purposeful, and contribute to our home life.

*What are other opportunities for residents to participate in day to day activities?*

*How can we share what works well?*

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We heard that residents enjoy being able to partake in day to day activities, such as cooking BBQ's, washing dishes or setting the table.

## 4: Embedding: April 2021

- Utilising Curiosity Cards, along with Jory McGowan, My Home Life Practice Consultant, the team conducted project development workshops with staff identified by the RSM. Two projects to improve resident experience were planned, designed and commenced.

Image: Staff attend Embedding Session 2 at Parafield Gardens facilitated by Jory McGowan



### Embedding Session 1:

Staff Attendees: Rita, Tanya & Mark.

**Curiosity Card discussion point:** *We heard that residents enjoy being able to partake in day-to-day activities, such as cooking BBQ's, washing dishes, or setting the table.*

Staff discussed what HH PG offer in terms of day-to-day activities already, what residents value about these activities, and what opportunities they can determine going forward. They then decided to focus on one opportunity which would become their project.

**Project:** Setting up stations in the dining rooms for residents to assist with setting tables prior to meal times, and washing and drying cutlery after meal times.

From here, steps were determined on how to bring this project to life, lists of who would be able to assist, who is committed to taking ownership of different parts of the project and how things will look and feel at the site if the opportunity was able to be embedded.

### Embedding Session 2:

Staff Attendees: Kerry, Vicki, Nathan, Dianne, Jenny & Debbie

**Curiosity Card discussion point:** *Staff and residents enjoy getting to know each other. Staff told us they would like to learn more about residents' likes and dislikes.*

Staff discussed what we already know about what helps staff to get to know residents better. The conversation then shifted to the residents loneliness and residents getting to know each other, and being able to socialise when they have mutual interests. From here, a project was developed.

**Project:** Setting up some male orientated activities, with the end goal of bringing back a Men's Shed.

From here, steps were determined on how to bring this project to life, lists of who would be able to assist, who is committed to taking ownership of different parts of the project and how things will look and feel at the site if the opportunity was able to be embedded.

## 4: Embedding Check In: May 2021

- Along with Jory McGowan, My Home Life Practice Consultant, the team conducted check in workshops to see how the 2 projects were progressing, what was working well, and what may have needed to be changed or updated.

Images: Residents helping out with the dishes, a result of Project 1



### Catch Up Session 1:

Staff Attendees: Rita, Tanya, Mark

**Project:** Setting up stations in the dining rooms for residents to assist with setting tables prior to meal times, and washing and drying cutlery after meal times.

**What was tried?** Equipment arranged then the stations were tested in one area, it's now running across 3 areas of PG. Started by asking generally if any residents would like to participate, then progressed to inviting residents who exhibit behaviours in the evenings.

**Any differences since project commenced?** 'One lady, her whole world was looking after her house, we asked her to set the tables, as it's what she used to do, then got her into drying the dishes after dinner. It keeps her engaged, with a lot of things going on and not many staff in the evenings, behaviours can spike. This seems to have helped that. We have set up a nighttime routine for her, once she's finished drying the dishes we take her to her room, pop on old English TV shows, get her a hot drink and give her some folding to do - it's all about the night time settling.' Residents are smiling, and interacting with each other.

**What's next?** Seeing how it can be run in Jubilee House, if there is a way to follow on from this, ie set up games after the dishes are done to keep the residents chatting / engaging, not just having to go back to their rooms, could we do washing, get a clothes horse, make it more like home. Need more staff buy in, to encourage residents to participate, will look for those opportunities.

**How does the team feel?** Great, proud, hopeful going forward! Seeing their faces, it's priceless.

### Catch Up Session 2:

Staff Attendees: Kerry, Nathan, Dianne, Jenny & Debbie (apology Vicki)

**Project:** Setting up some male orientated activities, with the end goal of bringing back a Men's Shed.

**What was tried?** Running a 'men's group' once a month. A male volunteer runs it on a Tuesday afternoon with a couple of drinks after lunch, a bit of a relaxing afternoon catch up. There is also a walking group, and the male residents have been surveyed on what they would like and how often.

**Any differences since project commenced?** Male residents who've attended seem to come back happy from these activities, in a brighter mood. It's not about them talking about their personal lives, it's chatting about the footy - and how they can relax and interact together.

**What's next?** Trying to get them to a Men's Shed, out to the community club. Follow up on activities / games that have been bought, make sure they're being utilised. Ask new residents what they'd like to see / do.

**How does the team feel?** Good to get feedback, more ideas / options.

## 5: Evaluation: August 2021

- The team engaged with both residents & staff to touch base and see if things have changed.

Image: Residents assisting with cutlery washing and drying.



### Project Evaluation Session:

Staff Attendees: Mark, Rita, Nathan, Kerry (apology Vicki)

#### Projects:

1. Residents assisting with washing and drying of dishes and cutlery and setting tables to introduce more day-to-day tasks during non-activity times
2. Creating a Men's Group and greater engagement with male residents.

**What changes did we make along the way?** Projects organically grew bigger as time went on, to include additional day-to-day tasks. RSM increased the hours in the 4.30-8pm afternoon shift to 3-10pm in MSU (this was in the pipeline before TUYV), to assist in providing meaningful engagement particularly between 3-5pm when residents are a bit anxious/agitated, this has resulted in a more calm space, and reduced incidents.

#### What do the projects look like now?

- Started with the dishes and cutlery, but now looking to include a trolley with more cleaning / gardening equipment
- In the evening we play quiet music, have diffusers for each lounge area for movie nights – all residents in their pjs with rugs and watch a movie.
- Include residents in food prep: peel potatoes and apples, baking
- Men's group is once a month, mainly revolves around sports, having a beer and a chat
- Lifestyles have done a lot of work around fiddle boxes, so they sit and fiddle before dinner until their meal comes. Tactile things to look at, touch and engage with.
- If residents want to do activities, we put things on the table like puzzles, lego, magazines. Very chilled compared to what it used to be.

**What's next?** Making it grow with new residents – when they come in, we meet with the families and see what they did at home. When the families come in it's great for them to see everything going on - baking and plenty of activities. We will be working with Parafield Gardens High School, the students are going to come out and do a talk, paint a mural in the herb garden, and give a hand with wood work for the Men's Group. We'll get feedback from the residents about exactly what they want.

**How has this benefited particular residents?** Resident 1: Drying the dishes. He seems happier, much more calm, no incidents with him and other residents since this process. Contacting the police for reportable incidents/ assaults was a regular occurrence, but hasn't happened since this program commenced. He sees the dishes and asks to help, it's been a massive change, his family are really happy.

Resident 2: Baking. At a family meeting, we advised the resident was assisting with making the pastries, they thought that was great. It was quite emotional for the daughter, for her to know Mum is fine and she's doing these things, to know she's not just sitting in a chair. She was a new resident seeking to go home all the time, with these activities she doesn't ask for home anymore.

**How does the team feel?** It's been hugely positive, brings back to the forefront of why we're here and that's to give residents the best quality of life we can while they're here with us. Obviously still a lot of work to do, as a team we're well on our way to achieve that.

When surveyed, the PG TUYV team provided the following responses on their participation:

1. I enjoyed participating in TUYV
2. TUYV was valuable in making time to stop and reflect on my work
3. I can see a tangible difference in our work because of TUYV
4. TUYV led to greater experiences for residents
5. I would recommend my colleagues participate in TUYV next time

