

Turn Up Your VOICE

Parafield Gardens

Transferring Projects
Across Helping Hand

October 2021

Project: Everyday Activities



Residents enjoying drying cutlery and baking

What we heard

We heard that residents like to participate in everyday activities such as helping to cook the BBQ, washing dishes or folding the washing.

The project team explored...



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.

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?

My home life
Australia

Helping Hand
new aged care

'We lost power one day, so I cooked a BBQ. I had a male resident help cook, he loved it. Another staff member gave him a beer while cooking. He was so happy and gave me a hard time because he had a beer and I had my water.'

Parafield Gardens staff member

The Project

- Setting up stations in the dining rooms for residents to assist with setting tables prior to mealtimes and washing and drying cutlery after meals
- Including residents in meal preparation - peeling potatoes and apples, baking
- Fiddle boxes for residents to sit and fiddle with before dinner until their meal comes. Tactile things to look at, touch and engage with
- Trolley with cleaning and gardening equipment

Contact

For further information on Turn Up Your Voice, please contact the Consumer Engagement Team on tuyv@helpinghand.org.au.

For information on the project, please contact the Hotel Services Team at Parafield Gardens.



Helping Hand
new aged care

What were the steps?

1. The home purchased cutlery racks, aprons and tea towels for three areas of the home
2. The project team communicated with staff via email and in person:
 - a. to explain the purpose of the project
 - b. to give staff permission to get residents involved
 - c. to ask residents to help if they would like to help
3. The project team identified residents who can become irritable and asked them if they would like to assist and/or provided them with fiddle boxes

What are the next steps?

- Getting more staff involved
- Sharing back to staff and families
- Thinking of new ways to increase resident engagement and how to individualise this
- Asking residents' families, 'what gave the resident purpose and meaning when they were in their own home?' and thinking about how this could be replicated

What have the benefits been?

Resident 1: Drying the dishes

He seems happier and calmer. There have been no incidents with him and other residents since he started drying the dishes. Previously, staff were regularly contacting the police for reportable incidents/assaults. This has not happened since the program commenced. He sees the dishes and asks to help, his family are very happy.

Resident 2: Drying the dishes

One resident was a very proud housekeeper. She now assists staff in setting tables, drying dishes after dinner and folding washing. Previously she would become irritable in the evenings. There is now a nighttime routine for her. Once she has finished drying dishes, staff take her to her room and put on an old English TV show which she enjoys, make her a hot drink and ask her to help with folding some washing. This has helped make the evenings more calm and less triggering.

Resident 3: Baking

She was a keen baker often entering baking competitions. The lifestyles team have worked with her to provide opportunities for baking. She bakes meat pies and cakes and generously gives them to staff and other residents. When asked what being able to bake means to her she replied, 'It keeps me occupied, keeps me busy and allows me to give back to others.'

Staff advised the resident's daughter her mum was baking again. It was emotional for the daughter to know mum is fine and doing the things she has always enjoyed. She was a new resident seeking to go home a lot, with these activities she doesn't ask for home anymore.

Outcomes

- RSM increased hours in the afternoon shift in MSU
- Much more relaxed in the evenings
- Residents previously went to the nurses station and would aggravate each other, often leading to an incident. Now they are more relaxed, more engaged and not as anxious
- Residents now asking, 'Can I help in the dining room?'
- Investing time and resources in these activities has reduced time and activities needed in completing incident reports

'It has been hugely positive. It brings 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.' [Residential Services Manager, Parafield Gardens](#)

Curious Questions

- How could I implement this at my residential care home?
- How could I build on this project?
- How would the residents at my care home benefit from this project?