



Embrace!

Newsletter of the N.C. Coalition for Long-Term Care Enhancement

Volume 10 Issue 1

Summer 2009

Special points of interest:

- The difference animals and gardens can make
- Another successful education conference
- Dining with style
- Important workshop

Embrace! is a project of the N.C. Coalition for Long-Term Care Enhancement. To respond to articles, contact the editor:

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Roosters, Rescues, and Rehab

By Beth Huber, NHA

Lutheran Home-Hickory West has had several new furry and feathered faces in the facility in the past month. The facility, which was already home to a variety of pets, recently added a Rhode Island Red Rooster named Rusty to the group, as well as a hen named Rachel. The rooster was donated to the facility when he was 5 weeks old. Wilder Blich, a resident, had raised chickens before coming to the facility and volunteered to raise Rusty and his hen. Rusty spent his first two weeks in the facility in a cage in Wilder's room. He and his hen now reside in a specially built "condo coop" outside near Wilder's window so that he can keep an eye on them.

Wilder is often seen wheeling around the facility with Rusty on his shoulder. Wilder says, "I've raised many chickens but he is the first one I have known personally".

As Rusty was becoming acquainted with life in the facility, a puppy in need of therapy also arrived. One of

the resident's family members had a puppy whose back legs were weak from trauma at birth. The Rehab staff quickly volunteered to do range of motion on the puppy and to do some strengthening exercises for his legs. The residents lined the halls to cheer on their four-legged co-resident, some of them finding inspiration when the puppy's struggles mirrored their own. After a successful short term



Wilder Blich with Rusty, the baby rooster

rehab stay with daily therapy, the puppy is doing well and now has a new home with the facility dietary manager.

Recently a rescue kitten was presented to the facility and is doing well after being bottle fed

by the office staff. Babe will soon be old enough to roam the facility and will be a welcome addition to the animal census, as well.

Hickory West is certainly blessed by these animals in our home.

Beth Huber is the administrator at Lutheran Home-Hickory West and can be reached at (828) 322-6995.

Dining In Style at White Oak Manor

By Sonia Crisp, NHA

Welcome to the Restaurant-Style Lunch at White Oak Manor-Shelby! "Please, come in and have a seat. Here is the menu for today. What beverage would you like to get started with? We will be right back with today's appetizer and to take your order." This is what you would hear and experience with our lunch meal. Let us tell you about this new dining program and how we have made this happen.

The ideas behind this dining program began in 2007 with the staff being eager to enhance the quality of life and quality of care for our residents. Support for a Long-Term Care Enhancement Grant was obtained from the residents, family members, staff and physicians. The facility applied for and was ultimately awarded this grant to purchase equipment and training needed to start a buffet dining program. With the funds we received, we have been able to purchase a soup kettle, hot and cold serving counters, carts, serving trays and other accessories.

The original concept was for a buffet dining program. Staff assisted residents through the buffet line and the residents chose their food. The food was plated and served to the residents as they took their seat at their table. The residents did

enjoy this, but there were some drawbacks. Because the residents would go to the buffet to select their food, there would be a "line" of residents waiting to be assisted. This was time the residents could have been socializing with each other at their table. Also, since the food was served from dishes inside the serving counters, the residents could not always see their menu choices clearly. So while the facility felt this buffet program was a positive benefit, we also felt we could further improve the dining experience for the residents.

We held gatherings with residents and did one-on-one surveys to see what the residents' thoughts were about options. On March 23, 2009, we started our "new and improved" dining program. Daily appetizers, including cheese and crackers or a variety of fruits and vegetables, were added to the program. The residents now place their drink and menu orders with their "servers". There are at least two meat choices, three to four vegetable choices, three salad choices, choice of breads, soup and sandwich, and choice of dessert. The food is then plated from the buffet bar by staff and the food is served to the resident at his or her table.

The dining program change has positively impacted the pace of the meal; it is much more relaxed and calm in the dining room. We also play dinner music, have many con-

ditions in "full-size" versions (instead of those small, hard to open packets), and have ordered large fabric napkins to replace clothing protectors. Since we have made the change to our restaurant style dining, we have seen an increase in the number of residents coming to the dining room for lunch.

We hope you have enjoyed having lunch with us! We also hope this encourages you to identify changes you can make within your own organization. Please let us know if we can help you!

Sonia Crisp is the administrator at White Oak Manor-Shelby and can be reached at (704) 482-7326.

Culture Change Workshop Coming Soon

Action Pact, Inc. and Croasdaile Village in Durham will sponsor "Food for Thought", a workshop on culture change, August 27 from 8:30a.m. to 3:30p.m. Linda Bump, a registered dietician and licensed nursing home administrator, will present on topics such as how to create a quality dining experience, philosophies and practices in resident centered dining, and resident decision making. The cost for the workshop is \$120 for one or \$99 each for 2 or more from the same facility. CEU's for ED, DTR, CDM, and NAB have been submitted. For more information on this important workshop, call (414) 258-3649 or send an email to brendan@actionpact.com.

Therapeutic Gardening by the Sea

By Julie Rehder

The smiles say it all. Therapeutic gardening makes a difference in the lives of the residents of Davis Health Care Center and Champions Assisted Living. Thanks to a Long-Term Care Enhancement grant of \$15,000 additional funds were leveraged to raise more than \$140,000 in grants and donations to make the Bob and Doris Burke Giggie Garden a reality.

It really is a story that grew from a small seed of an idea. When Ruth Finch was interviewed for the position of recreation director for Davis Health Care Center in 2004 part of her interview included a quick mention of a campus greenhouse, but when she was hired she discovered that the 30-foot, 25 year-old greenhouse was being used as a storage area. Not content to see this lovely resource in a state of decline, Ruth set to work to bring back the greenhouse to its original purpose, a place for residents to enjoy an activity many enjoyed throughout their lifetime.

The New Hanover County Cooperative Extension's Ability Garden staff became Ruth's new BFF – Best Friend in Floriculture! Once the greenhouse was cleared of sur-

plus beds and chairs volunteers and staff set to work to create the perfect environment for socialization, year-round recreation and meaningful therapy. The program began with weekly visits to the greenhouse and was soon expanded to include additional visits into the Special Care Unit and a garden club at Champions Assisted Living, the campus' sister community on the 50-acre prop-



Louise Russell, Jerry Hatcher, Henry Hessink and others enjoy time in the greenhouse preparing plants for the facility.

erty. Seedlings and cuttings were nurtured into beautiful hanging baskets, houseplants and garden herbs and soon staff members were clamoring to purchase the lovely plants. Sales of plants were immediately reinvested in soil, fertilizer and plant materials making the gardening program self-sufficient.

Interest in the program expanded when a resident's family member donated alarmed fencing for the courtyard space and a grant from the Champion McDowell Davis Foundation was secured to fund a

part-time horticultural therapist position, an outreach program of the Ability Garden. Australian native Claire Hetzel began a year-long internship to share her knowledge of plants and therapeutic gardening with the Davis staff. Propagation techniques, insect control and hands-on therapy became part of the weekly lessons for the four-person recreation staff at the 199-bed skilled nursing facility. The Foundation also funded the creation of a landscape plan by horticultural therapist and landscape architect Harriet Bellerjeau of Raleigh, that became a fundraising tool.

As residents and staff continued to respond to the gardening program with gusto, visions of green (floral and monetary) danced in the heads of all involved. Choruses of "what if" and "how about" swirled together after the administrator, campus executive director and resource development director caught the enthusiasm. The Long-Term Care Enhancement Grant was among the first of several grants and private donations received to transform the greenhouse and surrounding courtyard into a fully functioning horticultural program space. And, most importantly, the daughter and son-in-law of a Davis resident saw the joy the program

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brought to their loved one and provided the remaining dollars needed to complete the project.

The courtyard was transformed from a boxy, flat space to one of winding paths with sitting walls and raised beds to accommodate wheelchair gardening. A water feature is the centerpiece of a multi-purpose area created from stone pavers that is used for additional recreation and physical therapy. Stone benches provide welcome respite under newly-planted flowering trees and a large wheel-through garden shed with cedar shake shingles and window boxes holds soil, pots and garden tools to maximize space in the greenhouse. Annuals and perennials are added to the landscape year-round to create interest areas of varied texture, color and fragrance.

Program evaluation included observations of residents before and after the gardening activities. Improvements in disposition, socialization and concentration have been recorded as a result of the horticultural therapy. Residents are justifiably proud of their accomplish-

staff, families and visitors. We are grateful for the Long-Term Care Enhancement Grant and the support of the Cape Fear Memorial Foundation, Cape Fear Garden Club, Catherine Kennedy Home Foundation, Champion McDowell Davis Foundation, Davis/Champions Auxiliary, Linda and Vince Ferrigno and Marc and Robbie Diemer for making this garden possible. We invite other long-term care facilities to visit our campus to experience this program through the eyes of our residents.



Martha Brown is one of many residents at Cornelia Nixon Davis who enjoys participating in their Garden Club. The renovated greenhouse provides the perfect spot for outdoor gardening.

Julie Rehder is fund development director for Cornelia Nixon Davis, Inc. in Wilmington, N.C. and can be reached at <julier@davishealthcc.com>.

Culture Change and Creativity

By Jill Nothstine, RN

The N.C. Coalition for Long-Term Care Enhancement re-

cently sponsored a workshop focusing on culture change and creativity in long-term care. Croasdaile Village provided comfortable accommodations and a tasty lunch for the event that was attended by almost 200 participants from across the state. Continuing education credits were awarded for nurses and administrators.

After a welcome by Leslie Jarema, chair of the coalition, Cindy Deporter, branch manager of Quality Evaluative Systems for the Division of Health Service Regulation,

discussed culture change from the regulatory perspective. Cindy emphasized that the state supports culture change initiatives and that the regulations do not prohibit projects such as those related to buildings, attitudes, animals, dining buffets, furniture and dayrooms. She addressed some common misconceptions, including frequency of meals

(it's okay for a resident to skip breakfast and sleep in late if they choose), approved food sources (yes, residents can grow their own food and eat it, too), and such questions as to whether staff and residents can dine together (yes!). Cindy encouraged all facilities to

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ask questions if they are unsure how a culture change project will be viewed by the state, and not to let fear of regulatory issue dissuade them from making changes.

Jeffrey Hutchins, CEO of Penick Village, then shared some ideas on deinstitutionalizing healthcare. Mr. Hutchins discussed the small house project they are working on, and emphasized the need for leadership to set the example when implementing change. He reminded us that every building is unique, and that “cookie cutters are for cookies”.

Next up, Alice Carroll and Dale Hilburn gave us the latest information on the Eden Alternative. Alice reminded us that Eden is not just about pets; the philosophy also focuses on promoting care through empowerment of staff. Dale then shared her experience in transforming a dayroom at Longleaf Neurological Treatment Center into a day habitat for 20 of their most challenging residents. The residents, who were highly involved in the renovation, christened their new space with the name “Paradise”.

We’ve all heard the term “Person Centered Thinking”, but what exactly does it mean

and how do we apply it to life in our facilities? Donna Holt and Donna Hendrickson offered some great ideas about shifting our thinking from



Jeffrey Hutchins of Pennick Village gave an inspiring talk on the challenges and rewards of bringing culture change to traditional long-term care.



Cindy Deporter from DHR started off the conference with a reminder that we’re all in this together. Everyone just wants a better quality of life for our residents.

“care” role to “support” role by seeing our residents as individuals and focusing on their strengths and gifts.

Tonya Hilliard and Shellie Moore reviewed their facility’s successful implementation of the Bathing without a Battle

program. They also shared homemade dog biscuits, which were cut out by the residents at the Lutheran Home-Hickory. Our keynote speaker, Jack York, personally tested one for us, and was quick to determine that the “cookies” should perhaps be left for the dogs!

The group was then treated to a discussion regarding the Villages of Wilkes’ approach to neighborhoods and buffet dining. Alicia Manning’s many awesome pictures really brought her facility’s efforts to life.

To conclude the program, Jack York and Beth Pate, administrator at Woodlands Nursing and Rehab Center, talked about enriching our residents’ lives through innovative computer programs such as It’s Never 2 Late. Jack even brought along a computer system for interested participants to experiment with and learn about first-hand.

Afterwards, coalition members were available to answer questions regarding grant applications. Participants also had the opportunity to tour Crossdaile’s sensory room.

One thing is certain: culture change is taking place in many creative ways throughout North Carolina.

Jill is a nurse consultant for Lutheran Services for the Aging and can be reached at <jnothstine@lsanc.net>.

**THE NORTH CAROLINA COALITION FOR
LONG-TERM CARE ENHANCEMENT**

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To contact the Coalition, please email us at alice@ltenhance.com.



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Gardening has long been associated with physical and emotional benefits to those who engage in it. At Davis Health Care Center in Wilmington, residents and staff alike enjoy the shade and beauty of a gazebo anchored by new raised beds. Grant funds from the Coalition along with other donations allowed Davis to bring an old discarded greenhouse back to life where residents, volunteers, and staff spend time potting plants that they then sell to replenish the activities fund. You can read more about this beautiful habitat starting on page 3.



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