

JADE GILCHRIST

# Lifestyle Award

Recognizing staff and raising awareness for person centered approaches in aged care .

The Lifestyle Awards Initiative is a system that can help promote a team work culture between the lifestyle department and the rest of the facility staff. It allows staff to feel valued while educating staff on the new aged care standards. This is from a resident focus(ed outcome that is mapped directly to the new aged care standards. This has been run successfully since 2014 across two facilities.

## The plan

The original reasoning behind the Lifestyle award was to assist in breaking down the barriers that occur in aged care between Lifestyle staff and Clinical staff. During my years in working in aged care it can be a challenge to have nursing staff motivated to assist with transporting residents to and from activities or engaging with activities. The general response from clinical teams were that Lifestyle do the easy job and they do real work which can lead to animosity and negativity when approaching clinical staff for assistance as a result of those attitudes.

One of the ways to build awareness for the Lifestyle component of Aged Care I had decided to try and educate clinical staff on how they also are supporting a residents lifestyle for example putting on the TV when a residents favourite TV show comes on or delivering their magazine or newspaper. To further build on the team approach to proving residents with quality of life was the introduction of the lifestyle award. This was to recognize the contribution by non-lifestyle staff in supporting a resident's lifestyle choice. In addition to this recognition was the lifestyle coordinator presented these awards to the nominees to establish rapport and build a team culture between lifestyle and clinical. By promoting them WE ALL are responsible to ensure the residents can live the life they choose.

## The design

The design was to have a nomination form that was accessible by all staff and residents to nominate those who were demonstrating excellences in certain areas. Each month these nominations would be counted and those with the most nominations would be awarded. The recipient would receive a certificate at the staff meeting, a badge and a \$25 gift voucher. The nominations would then be kept in the staff member file for future performance appraisals. They would also be published in the monthly newsletters which also remind residents of the nomination process.

## The review

The success of the Lifestyle Awards initiative was demonstrated in a previous facility I had worked in had lead me to implement this again in the current facility. I had decided to review the award categories that were used previously and implement new categories that aligned with the new Single Aged Care standards. This was not only to cover the new standards but to also educate staff on how we implement quality services under each of the standards from a person centred approach. I had referenced directly from the standards themselves and created a poster promoting the awards program with an explanation for each category. Basically under each category I had directly linked it back to the consumers' experience of excellent service in action. This could assist staff to understand what is expected from them and what the 8 standards are.

## Implementation

Once I had designed the certificates and chosen what categories staff could be nominated for posters were put up around the facility. Nomination forms were easy to fill and located in the nurses offices and the reception area. The facility manager would approve of an agreed value for a gift voucher and endorse the initiative. I announced the new awards program at the staff meeting and would then educate non-lifestyle staff on how they were also contributing and deserved to be recognized for providing excellent services to residents. This enabled me to begin establishing relationship with other staff as they would drop off nominations and discuss with me things they were doing with residents so I could enter these into resident care plans.

## The impact to the stakeholders involved.

The impact was initially met with some criticism however once it was in place and staff began to be nominated and awarded the barrier between clinical and lifestyle staff slowly came down. Clinical staff felt recognized and valued by lifestyle departments and then became more involved in the lifestyle program, assisting residents to and from activities and being generally more approachable. More residents were supported to attend activities rather than just relying on Lifestyle staff to transport all residents themselves. Activities were run on time with higher attendance rates with the extra assistance. The working culture became more positive and the two departments worked more as team leading to happier residents and job satisfaction for staff.

## Evaluate

Evidence of the award recipients can demonstrate the initiative has been in place and is still continued to be successful as each month. These awards are displayed on the wall of the Diversional Therapy building and the nomination forms are located throughout the facility. I have also come to the attention of local media as a result of the various initiatives I have introduced other initiatives that are not limited to the Lifestyle Awards. Resident's attendance is higher as we have more assistance from clinical staff to bring residents to activities which also has a positive impact on resident's life satisfaction. This outcome is evidence in the recent Lifestyle and Activity surveys that were completed in the first resident meeting in January 2019.

## Feedback

Staff and management now fully embrace the Lifestyle Award initiative. Furthermore the local community also have been positively impacted by this as these award winners nominate a local business for the gift voucher they wish to receive. This in turn will promote our excellent services to the community as well.

## Regulatory Compliance- Single Quality Framework

The Lifestyle poster has directly quoted each of the following consumer outcomes as part of the excellence in action that is to guide staff. Please refer to the power point presentation attached to this application.

**Standard 1—consumer dignity and choice**

Consumer outcome- I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

**Standard 2—ongoing assessment and planning with consumers**

Consumer outcome- I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

**Standard 3—personal care and clinical care**

Consumer outcome- I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

**Standard 4—services and supports for daily living**

Consumer outcome- I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

**Standard 5—organisation’s service environment**

Consumer outcome- I feel I belong and I am safe and comfortable in the organisation’s service environment.

**Standard 6—feedback and complaints**

Consumer outcome- I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

**Standard 7—human resources**

Consumer outcome- I get quality care and services when I need them from people who are knowledgeable, capable and caring.

**Standard 8—organisational governance**

Consumer outcome- I am confident the organisation is well run. I can partner in improving the delivery of care and services.

## Discussion

The project has impacted in professional development as it has required me to have an understanding accreditation process and the standards. This has motivated me to do research and know the impact of the new standards before they were implemented into practice by auditors.

As a result the impact on the organisation was to have more confidence in what the new standards would be and how they are demonstrated in the facility.

The project has impacted on me personally because it enabled me to develop good relationships with staff other than the lifestyle team. It helps to build relationships with

everyone regardless of their role in aged care and can foster positive interactions with staff when presenting their awards.

Future practice is informed as a result of this project by giving lifestyle department a way to build relationships with other departments and foster a positive working culture that work together to support consumer lifestyle.

## Feedback

### **Dani Cooling AIN- Dignity Award**

*"I was really surprised to receive this award and I feel its boost morale and it encourages us to be better workers because we have a standard to achieve."*

### **Angela Cameron AIN- Care Award**

*"I thought it was lovely to get this award and it lets me know how I am going in my role as AIN. I think this award is very positive for the staff too."*

### **Kathy Birmingham ESP- Safety Award**

*"I feel appreciated and humbled to get this award. This initiative motivates good staff to be great staff."*

### **Casey Samin Diversional Therapist-**

*"Before Jade introduced this award there was no real recognition for staff. It also helps us with understanding the accreditation standards and how these apply to the residents."*

## Letters of Support

**Chairman of the Board Clifton Community Services - Christopher Bazley**

**General Manager of Clifton Community Services- Bradley Jones**

## References

Australia Government Department of Health. 2019. Ageing and Aged Care. [ONLINE] Available at: <https://agedcare.health.gov.au/quality/aged-care-quality-standards>. [Accessed 7 March 2019]