

Bodington

Operated by Catholic Health Care Services since 1997, Bodington is a combined nursing home and hostel for 120 residents.

Bodington's vision, values, philosophy and commitment to quality have been developed with stakeholder input. Their mission statement - *tradition of care, a spirit of respect and a commitment to excellence* - is the foundation on which the service's resident-focused care has been established.

The service has many means of identifying and responding to the wishes, needs and rights of residents. Open communication between residents, their representatives, staff and the service is encouraged with meetings, a newsletter, surveys, audits, minutes and comment and complaint forms.

The service has included residents and their representatives in the business planning processes, with the resulting plan including goals established according to resident input. A representative group of residents attended a two-day business-planning workshop at which future plans were developed.

Spirited living

The service's adoption of person-centred care has resulted in initiatives that seek to care for the whole person, and extend beyond normal practice commonly found in aged care.

A spiritual care coordinator was appointed in October 2002 for the provision of spiritual support for all residents. A comprehensive and confidential profile of each resident's spiritual needs is completed, and used to develop an individual plan that supports the resident's spiritual and emotional needs. The assessment and planning tools provide for religious or spiritual beliefs of all faiths, and include assessments of communication, accessibility, family, social and care needs in addition to primary spiritual issues. A system is in place for staff to refer individual residents for additional support from the spiritual carer. The benefits for each resident are evaluated to refine both the individual and overall programs.

This program was introduced in response to resident feedback in 2000 that indicated that only 75 per cent of residents considered that their spiritual needs were being met satisfactorily. Since introducing the role, this satisfaction has increased to 94 per cent measured in a survey in 2002.

Initiatives

Residents at Bodington enjoy interesting activities that aim to provide stimulation and social interaction. Two examples are the creative writing and life stories/yarns groups that meet regularly. The first is based on literary appreciation where residents create poems or stories and have them read for others to appreciate. There is provision for residents to dictate their stories if they are unable to write themselves.

The life stories group is an oral history project using techniques from the Oral History Association of Australia. A lively group of residents in their eighties and nineties are prompted with poems and stories to stimulate their memories. Residents from different cultures are encouraged to contribute. The residents are able to see their own work in print in the *Bodo Brag*, published every six months to showcase the work of residents. Some residents have published their autobiographies since joining the group.

These programs have been evaluated with strong positive comment from the residents involved, showing that they enjoy their ability to learn, to create, to "keep the brain active," to meet with others, and to hear their work presented.

Bodington has maintained close relationships with four local schools, with the aim of strengthening inter-generational interaction. This commenced when the site was being rebuilt in 1999, when each school was asked to suggest names for the houses of the facility. Each school has adopted their house as their own, and continues its association with the residents of that house. The schools and students strongly support the program, with friendships developed between the residents and students, and individual comments from students indicating their enjoyment, and that the visits helped younger and older people understand each other better.

Other key initiatives include a physiotherapy program that is producing real benefits for residents' mobility and functional assessments, balance and pain. The service is also developing dementia care based on person-centred care with 20 staff trained for this, and has introduced a Spirited Leadership program to aid the professional development of its management team.

Measuring performance

Bodington uses information effectively to measure its performance and to identify areas for improvement. Key performance measures for 20 areas including resident, staff and relative satisfaction, infection control competency, food safety compliance, falls and medication management are monitored regularly, with results showing performance beyond the average of the many services across Australia with which Bodington compares results. The processes associated with data collection continually evolve to provide the information needed to measure performance, inform decision-making and continuously improve service.

Continuous improvement

The system has a strong resident focus evidenced by feedback obtained from surveys of residents and their representatives, focus groups, audits and data collection. Staff understand and use the system to identify and report problems or concerns, and to raise suggestions.

Residents, relatives and staff are involved in the audits that review practice and outcomes and also contribute to the evaluation of changes resulting from the continuous improvement processes.

New ideas are actively sought, and if considered appropriate are adapted and introduced to deliver better outcomes for the residents. Management and staff participate in industry associations and forums, and share their achievements with other aged care services. The service maintains links with universities for training and clinical placement of students.

The service's *tradition of care, spirit of respect and commitment to excellence* are reflected in the high and increasing satisfaction of the residents, which is evidenced through their feedback to the service.

Contact details

Phone 02 47578101

Email msinfield@chcs.com.au

Website www.bodington.org.au