



Medically Complex Care Program

Personalized care in a supportive residential setting

WELCOME TO THE MEDICALLY COMPLEX CARE PROGRAM

The Medically Complex Care Program is a program that is designed for frail, medically complex seniors whose care needs cannot be met in a supportive living environment and who require professional nursing care on a regularly scheduled and unscheduled basis. Their primary diagnosis is medical and may have a secondary diagnosis of cognitive impairment, providing there are no elopement risks or behaviours that are unable to be managed safely within the environment. This program is intended to foster a sense of home, community and family and ultimately provides the residents with opportunities to make independent choices.

GOALS OF THE MEDICALLY COMPLEX CARE PROGRAM

- 1. Our complex continuing care programs value dignity, individuality respect, independence and the opportunity for the residents to make choices.**

Medically Complex Care Program Goals:

- Residents will have the opportunity to benefit from a program designed to meet the unique needs of physically frail, cognitively intact adults.
- Residents will be respected for making their own choices and regarded as individuals working in partnership with staff.

Medically Complex Care staff recognize residents as unique people with personal likes, dislikes and special interests. As staff get to know residents, they can design a care plan to better suit residents' needs, preferences and habits. Staff place information about residents on their care plan. A care plan is a way staff learns about what works best for residents in the program. The team also uses it to plan and evaluate care. Staff will work with residents to develop individual care plans that are specific to physical, mental, cultural, social and spiritual needs.

For example, residents may choose to go to bed later at night, leave the centre to attend community programs or services, or even do their own laundry. However, residents and the care staff will need to negotiate when and how care will occur, especially at busy times when there are limited resources on the unit. If there is something in the care plan that needs to be changed, residents are encouraged to discuss it with the registered nurse or licensed practical nurse on their unit.

- 2. Residents will benefit from a supportive environment that supports individual needs, focuses on celebrating successes, fostering hope and promoting social involvement.**

Medically Complex Care Program Goal:

- Residents will share the responsibility for maintaining their health and abilities.

We encourage residents to live their lives and be as independent as possible, making choices about life while requiring care support from staff. We expect residents to participate in their care and let us know what is working and what isn't so we can make adjustments in the way we provide care.

Does this mean I have to do everything for myself?

No, we know you are here because you need assistance. We will support you to remain as independent as possible and help you maintain quality of life. We will focus on what you can do, and not your disabilities. Research shows that this approach helps you maintain your independence, dignity and self-esteem. It also gives you a sense of security.

What about decision making?

You will be encouraged to make day-to-day decisions for yourself. This may simply mean asking you what you would like to wear or eat. It can also mean talking to you about treatment risk or consequences of your decisions. We believe that this helps you take control of your life. You may wish to ask your family or friends for advice on some decisions, but we feel that decisions are ultimately your's to make, unless legal guardianship arrangements are in place.

- 3. Families and friends will be welcomed as partners, working together to support the residents' quality of life.**

Medically Complex Care Program Goal:

- Families and friends will be welcomed as partners to help meet the needs of the residents, if the resident or family so chooses.

Family participation is valued in all aspects of our program. If there are aspects of care that residents would like their family member to remain involved in, they are encouraged to discuss it with the care team so that staff can work with residents to provide you with the best possible care. We also know that residents and family have expert knowledge of residents' medical condition and staff welcome the opportunity to learn from residents about what works best.

- 4. Residents have the opportunity to live in an environment that is comfortable and homelike.**

Medically Complex Care Program Goal:

- Residents will live in an environment that supports quality living.

While we can never replace home, we try to make the centre as homelike as possible. We hope that residents can experience the activities of a home in our centre and we encourage residents to decorate their rooms to add personal touches.

- 5. Residents will have the opportunity to maintain and develop community ties.**

Medically Complex Care Program Goal:

- Residents will share responsibility for maintaining their highest possible function and well being.

Staff will support residents in participating in recreation and leisure activities of their choice and help make arrangements as needed. Residents are encouraged to keep their regular social activities (such as attending church, going shopping, going to movies, classes or visiting with friends).

Your centre offers a range of group activities to choose from. Staff can also assist residents with linking to community activities offered by Carewest's community partners, such as the MS Society and Huntington's Society.

- 6. Residents will benefit from educated staff that will support each resident to live their life to the fullest.**

Medically Complex Care Program Goal:

- Residents will benefit from the services of staff that are knowledgeable, skilled and supportive.

As a resident of the Medically Complex Care Program you will benefit from professional and support staff who know how to meet health care needs. Carewest provides in-house education to Medically Complex Care staff as well as workshops, seminars and courses that are relevant to resident care.