

What is Resident and Family Centred Care?

It is an approach to care focused on the interaction and collaboration between people. It is respectful, compassionate, and culturally appropriate and is responsive to the needs, values, beliefs, and preferences of residents and their family members. It supports a partnership between residents, families, and the Team.



OUR MISSION:

Park Place Seniors Living strives to provide enriched life experiences to seniors through innovation and creativity.

OUR VISION:

At Park Place Seniors Living we are known for our unwavering commitment to enriching the lives of those we serve by providing a "voice and a choice" with dignity, respect and empathy.

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Resident and Family Centred Care



The Goal:

The goal of resident and family centred care is to improve the quality of life for our residents by ensuring they are engaged in meaningful relationships which are based on equality, individuality, uniqueness, worth, understanding, participation, collaboration, dignity, trust, and respect.

Reviewed by a group of Park Place Family Representatives in April 2022

How it's put into practice

IN EACH PARK PLACE SENIORS LIVING HOME, RESIDENT AND FAMILY CENTRED CARE IS UNDERSTOOD AND PUT INTO PRACTICE BY DEMONSTRATING:

- Respectful relationships
- Family members are actively engaged
- Support for residents and families to have a voice in making choices
- A focus on the independence of the resident (wherever possible)
- Equal access to quality care for all residents with no discrimination
- Care and support in keeping with the person's culture, lifelong values, preferences, and interests



3 pillars to success

THE FOLLOWING 3 PILLARS ARE IMPORTANT TO THE SUCCESS OF RESIDENT AND FAMILY CENTRED CARE:

1 INDIVIDUALITY, UNIQUENESS & WORTH
Each resident has unique values, goals, strengths, and limitations, influenced by culture, past experiences, and health status. Each resident and their family also have the right to have this uniqueness respected and supported.

2 PARTNERSHIP AND COLLABORATION
Each resident and their family are included as active participants in all matters relating to the resident's care and service delivery. Residents and families are as involved as they wish to be in care delivery.

3 INFORMATION SHARING
Each resident is entitled to appropriate and timely information. Communicating and sharing information with our residents and families is done in ways that are supportive and useful.