



# A Matter Of Trust Working With Resident Families

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## What the public knows about long-term care...

Do I or My Family Have a Claim Against a Nursing Home?

WHEN NURSING HOME ABUSE HAPPENS, HELP IS HERE

## F675 Quality of life

### Definition: “Quality of Life”

- An individual’s “sense of **well-being**, level of **satisfaction** with life and feeling of **self-worth and self-esteem**.
- For nursing home residents, this includes a basic sense of satisfaction with oneself, the environment, the care received, the accomplishments of desired goals, and **control over one’s life**.”

## The Impact of the COVID-19 Pandemic on Quality of Life



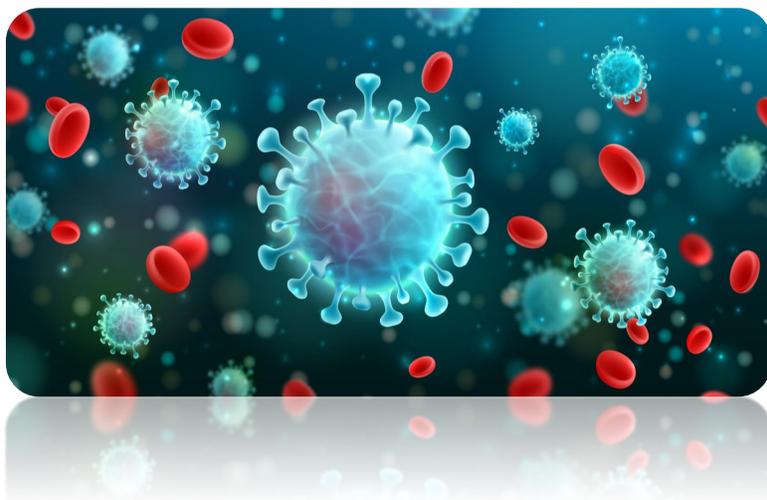
## Trauma-Informed Care

Trauma-Informed Care understands and considers the pervasive nature of trauma and promotes environments of healing and recovery rather than practices and services that may inadvertently re-traumatize.



### What is Traumatic about COVID-19?

- Fear of life-threatening illness
- Being separated from friends and family
- Giving up your customary routine for an indefinite period of time
- Unable to work or travel
- Financial instability
- Loneliness – the most significant impact



## Loneliness and Isolation and the COVID-19 Pandemic



Feeling of loneliness has many deleterious consequences. They include increased risk of depression, alcoholism, suicidal thoughts, aggressive behaviors, anxiety, and impulsivity.

Source: Simard J, Volicer L. Loneliness and Isolation in Long-term Care and the COVID-19 Pandemic. *J Am Med Dir Assoc.* 2020;21(7):966-967. doi:10.1016/j.jamda.2020.05.006

## Creating a Culture of Healing and Recovery

Staff, Resident, and Family Education and Support

- Relationships;
- Community standards for social behavior;
- Empathy and understanding for clinical factors influencing mood and behavior;
  - Trauma
  - Depression
  - Dementia
  - Mental Disorders
  - Substance Use Disorders

## **Anticipating Extreme Emotion**

Changes in mood and behavior may occur in residents, staff and families in response to the social distancing and moratorium on visitation initiated to prevent the spread of COVID-19.

## **Why Is Everyone So Angry?**

From across the country, employees told stories of trying to manage customers' out-of-control petulance.

- The supermarket clerk who had to deal with a man's outburst in the dairy aisle because he could not find the Cambozola, a type of blue cheese, he wanted.
- The flight attendant forced to listen to a political lecture from a passenger who had followed him into the galley, raging about injustice.
- The supervisor at a Midwest trade association who said that her once-reasonable customers had become just plain mean, berating and, threatening her staff for the pettiest of reasons.

<https://www.nytimes.com/2022/01/14/insider/why-is-everyone-so-angry-we-investigated.html>

## The Devastating Effect Of Lockdowns On Residents Of Long-term Care Facilities During COVID-19 A Survey of Residents' Families

- 85% noted a decline in physical abilities.
- 87% indicated their loved one's physical appearance had declined.
- 91% of reported that their loved one's demeanor (mental status) had declined.
- 40% indicated their loved ones were missing personal belongings.
- 69% indicated the facility did not appear to have sufficient staff to care for residents.
- 10% observed facility staff not wearing or properly using personal protective equipment (PPE).

<https://theconsumervoicce.org/issues/other-issues-and-resources/visitation/reentry-survey>

## Compassion Fatigue



Compassion fatigue is a condition characterized by emotional and physical exhaustion leading to a diminished ability to empathize or feel compassion for others, often described as the negative cost of caring. It is sometimes referred to as **secondary traumatic stress**.

## The Relationship Between Trauma and Grief

**Trauma** is an event.

- It can be any event that causes psychological, physical, emotional or mental harm; such as a death or abuse.
- A traumatic event could also be called a loss event. If someone dies, that's a loss. If someone was abused, that too is a loss. A loss of trust.
- The result of a traumatic event is **grief**.

## A Trauma-informed Approach (The 4 R's)

- Realizes the widespread impact of trauma and understands potential paths for recovery
- Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system
- Responds by fully integrating knowledge about trauma into policies, procedures, and practices
- Resists re-traumatization



## Geriatric Depression

### Signs and Symptoms

- Long-term feelings of sadness and hopelessness
- Nausea
- Unexplainable aches and pains
- Changes in sleep habits (sleeping too much or not sleeping enough)
- Restlessness or agitation
- Changes in eating habits (not eating enough or eating too much)
- Thoughts of dying, death or suicide



## GRIEF AND LOSS OF ROLE

- Role loss occurs when we lose not simply that something or someone close to us, which is deeply painful.
- Role loss is not just missing that something or someone, it also means missing our relationship to that something or someone.
  - For example, I don't just miss my wife who died last year, I also miss being a part of a couple, a husband, the other half. This is role loss.
- With this in mind, grief becomes a much larger arena.
  - We grieve not being a helpful leader at work, not being able to support the new hire, and not being able to throw that work birthday party with the cookies that everyone likes.
  - We are grieving our roles – our routines, our journey, and most of all our regular contact with those on who are on our journey with us. It's all hard. It's all grief.

## Family Involvement Is:

Multidimensional -

- Visiting
- Socio-emotional care
- Advocacy
- Provision of personal care



Family Involvement in Residential Long-Term Care: A Synthesis and Critical Review Joseph E. Gaugler  
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2817422/>

## Can Families Get Too Involved?

Employees describe families who “took over” during their visits to the residence:

- Acted as if they owned the facility and their loved ones were the only residents who mattered.
- Cornered every staff member they could find and talked to them either as if they were a good neighbor who had all the time in the world or an adversary who needed constant monitoring.

### Advocacy vs Entitlement

- Family caregivers naturally advocate for their loved ones’ wellbeing,
- There is a point where some family members take this advocacy responsibility to an unrealistic level.

Source: Bursack, Carol Bradley. “How Involved Should Families Be When Elders Live in a Senior Living Facility?”; Minding Our Elders, May 21, 2020

## ESSENTIAL ELEMENTS OF EFFECTIVE COMMUNICATION



- **The Communicators** – sender and receiver
- **The Message** – what is communicated
- **The Channel** –the medium the message travels through
- **Context** – the receiver’s action in making sense of the message
- **Noise** – things that interfere with the message
- **Feedback** – a return message regarding the initial communication

## Emotional Intelligence

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

## Emotional Intelligence

- Emotional intelligence is the “something” in each of us that is a bit intangible.
- It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results.
- Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence.

## Emotional Intelligence

- **Personal competence** comprises your self-awareness and self-management skills, which focus more on you individually than on your interactions with other people. Personal competence is your ability to stay aware of your emotions and manage your behavior and tendencies.
  - Self-Awareness is your ability to accurately perceive your emotions and stay aware of them as they happen.
  - Self-Management is your ability to use awareness of your emotions to stay flexible and positively direct your behavior.

## Emotional Intelligence

- **Social competence** is made up of your social awareness and relationship management skills; social competence is your ability to understand other people's moods, behavior, and motives in order to respond effectively and improve the quality of your relationships.
  - Social Awareness is your ability to accurately pick up on emotions in other people and understand what is really going on.
  - Relationship Management is your ability to use awareness of your emotions and the others' emotions to manage interactions successfully.

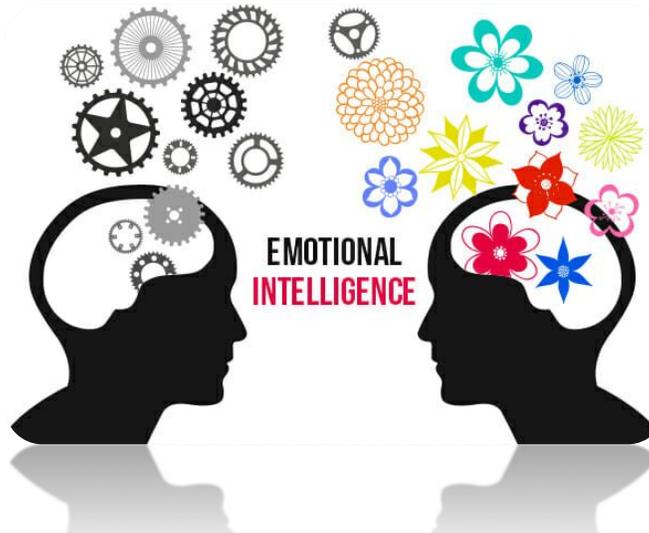
### Why is Emotional Intelligence so Important?



- Intellectual ability or your intelligence quotient (IQ) isn't enough on its own to achieve success in life.
- IQ and EQ exist in tandem and are most effective when they build off one another.

## 4 Domains of Emotional Intelligence

- Self management
- Self awareness
- Social awareness
- Relationship management



## Emotional Perception

- The ability to understand nonverbal signals, body language and facial expressions.
- The ability to reason using emotions.
- The ability to understand emotions.
- The ability to manage emotions.



## When To Communicate

- Don't discuss something important when you are angry or upset;
- Be prepared to think clearly, listen well, and focus on constructive solutions; and
- Before talking to the person, take as much time as you need to calm down.

## What To Communicate

Choose one issue that is really important, then focus on a specific goal you'd like to achieve.

For example:

- The issue being addressed is the family member's use of his cell phone in speaker mode when in common areas of the residence.
- Rather than telling the family member that he cannot use his cell phone while visiting, make it clear that the use of speaker mode is the issue.

## **How To Communicate**

- Keep all your verbal communication simple, brief, and specific.
- Nonverbal communication refers to how you say it--your tone of voice, posture, eye contact, facial expression, and physical distance between speakers.

## **Non-Verbal Communication**

- Stand close to the person, but don't crowd his/her personal space.
- Convey interest, concern and alertness through your body posture and facial expression.
- Maintain eye contact with the person.
- Speak calmly and clearly

## Active Listening

- Look at the speaker
- Attend to what is said
- Nod head, say, "Uh-huh"
- Ask clarifying questions
- Check out what you heard

 <p><b>Eye Contact</b></p> <p>Eye contact during the conversation shows the speaker that you give him your attention and that you really care about what he says.</p>	 <p><b>Avoid Distractions</b></p> <p>There are so many examples of distractions such as our thoughts, mobile phones, gadgets, music, side activities, other people and more. Learn to avoid these distractions otherwise they can destroy your conversation.</p>
 <p><b>Body Gestures</b></p> <p>Body gestures and language are a whole science. Your body gestures tell the speaker whether you listen carefully or not.</p>	 <p><b>Give Feedback</b></p> <p>Ask questions to clarify certain points, tell your opinions, summarize the speaker's comments.</p>
 <p><b>Show That You're Listening</b></p> <p>Use facial expressions such as smile, note your posture, encourage the speaker to share and to continue.</p>	<p>Listening allows you to learn, to have relationships, to plan, to develop, to be the part of something, to create, to think.... and much more!</p> <p><a href="http://www.businessphrases.net">www.businessphrases.net</a></p>

## ASSESSING THE **EFFECTIVENESS** OF COMMUNICATION

Observe and think about the following factors:

- Who are the communicators?
- What messages were exchanged?
- What (if any) noise distorts the message?
- How is feedback given?
- What is the context of the communication?

## ASSESSING THE **EFFECTIVENESS** OF COMMUNICATION

By observing others - making a conscious effort to understand how communication occurs - you will think about how you communicate and be more aware of the messages you send.



## Make The Family A Care Partner

Always ensure managers and staff are willing to accept family ideas and encourage the input of family members.

Include family members in all planning for the resident and, most importantly, keep them informed.



## Strategies For Building Successful Family Partnerships

- Educate family members
- Provide orientation
- Use nonjudgmental listening
- Assess the family's goals
- Give the family members a task



Source: <https://postacadvisior.hfr.com/2017/05/05/ten-strategies-for-building-successful-family-partnerships-in-assisted-living/>

## Provide Family Council

- Forward-thinking communities make the most of a Family Council.
- Use the Family Council as a tool for education.
  - Invite outside speakers to educate families regarding Medicare, hospice, dementia, wellness or specific diseases.
  - Keep attendance records to identify the active families.
  - Encourage Family Council to assist in working with families to keep visitation procedures safe and comfortable for everyone.
  - Solicit Family Council to provide suggestions for programs, field trips, menu planning, and activities.

## **What Is The Benefit Of A Family Council?**

The family council offers the administrator and facility staff an opportunity to:

- Address small issues before they become major problems.
- Hear constructive input from families.
- Keep families informed of changes and issues affecting the nursing home.
- Seek family support on issues affecting both family and family members.

## **F585 Grievances**

- The resident has the right to voice grievances without fear of discrimination or reprisal.
- The facility must:
  - Make prompt efforts to resolve grievances the resident may have.
  - Make information on how to file a grievance or complaint available to the resident.
  - Establish a grievance policy to ensure the prompt resolution of all grievances.
- The facility must consider the views of a resident or family group and act promptly upon the grievances and recommendations of such groups concerning issues of resident care and life in the facility.

## **Making the Family a Care Partner Document Efforts**

Keep written records of all the efforts made to involve the family in the resident's daily life:

- Invitations to care plan meetings.
- Notification of any incidents that may occur, including the name of the person notified, the date, and time.
- The response of the family when community staff notifies them of an incident.
- A copy of any thank-you notes.
- Phone calls made to family members.
- All visits – A visitor log is an excellent verification of ongoing family support, interactions, and complaints.

## **Improving the Customer Experience**

- Expand staff education and training in customer service
- Set goals and establish progressive benchmarks
- Improve first impressions
- Establish clear staff roles and responsibilities
- Maintain productive communication
- Monitor the efficacy of the plan
- Remain current

## Cultivating New Customers



## Influencing Consumer Perspectives



- Provide Free Community Education
- Host Caregiver Support Groups
- Partner with Community Service Organizations
- Publish Positive Articles with Print and Social Media Outlets
- Participate in Civic Events
- Develop Community Care Programs



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*Creating Meaningful, Satisfying Lives One Person at a Time*

