

SAFE PLACES FOR AGING AND CARE

June 2022 Research Bulletin



The goal of the Safe Places Project is to look at how to prevent violence in long-term care. We also want to promote the safety of everyone living, working, or visiting long-term care. Our research team is keen to learn from staff, residents living in long-term care, and family members.

IN THIS ISSUE

HOW WAS THE RESEARCH CONDUCTED?

WHAT HAVE WE LEARNED FROM OUR TIME OBSERVING IN LONG-TERM CARE?

WHAT WILL WE DO NEXT?



What have we learned from our time observing in long-term care?

- We saw staff demonstrate meaningful connections with residents, passion for their work, and a desire to make residents' lives better.
- We saw that calm, quiet situations could change into challenging situations quickly.
- We saw highly skilled approaches to de-escalating and managing challenging situations (e.g., the use of physical touch, getting down to eye-level, re-directing residents to another area or topic, giving residents space, giving residents snacks, and using music and dance).
- We saw that staff tailored their approaches to the individual resident. Staff used knowledge of the individual to approach, engage, and re-direct residents.

How was the research conducted?

Since 2021, the research team has been collecting information in different ways in Manitoba and Nova Scotia. Recently, the research team partnered with a long-term care facility to see what promising practices for violence prevention look like in practice. In this part of the research, the team spent two weeks in a personal care home (June 6-17th). The research team took notes about what was happening in the common areas. As a team, we were very impressed with what we saw.

- We saw different staff use the same approaches with individuals. We were impressed with the continuity of individualized approaches among staff.
- We saw staff spending time with residents, regardless of their job (e.g., nurse, health care aid, housekeeping, and recreation). Time and presence with residents sometimes helped mitigate conflict with others. It also enabled staff to anticipate and respond quickly to challenges.
- We saw that teamwork helped keep staff safe in challenging situations. We saw staff ask one another for help and offer help. We also saw staff looking out for one another and for the residents.
- We felt less safe in the facility during the evening shift when there were fewer staff, there was more staff turnover, and residents appeared to be more agitated.

WHAT WILL WE DO NEXT?

The next part of the study will involve interviews with family and staff affiliated with the facility to understand their experiences and perspectives. To learn more about participating in an interview, you can email safeplaces@brandonu.ca with any questions you have. We plan to conduct interviews throughout the month of July. We also look forward to presenting findings of the research to all those involved in the next year.

