

Promoting Engagement-

Your input matters

Lisa Howard
Activities Co-ordinator
St. Luke's Home

Introduction

My daily objective is to :

- Ensure that every resident is aware of what activities are available that day
- To provide residents with choice

This requires a team effort

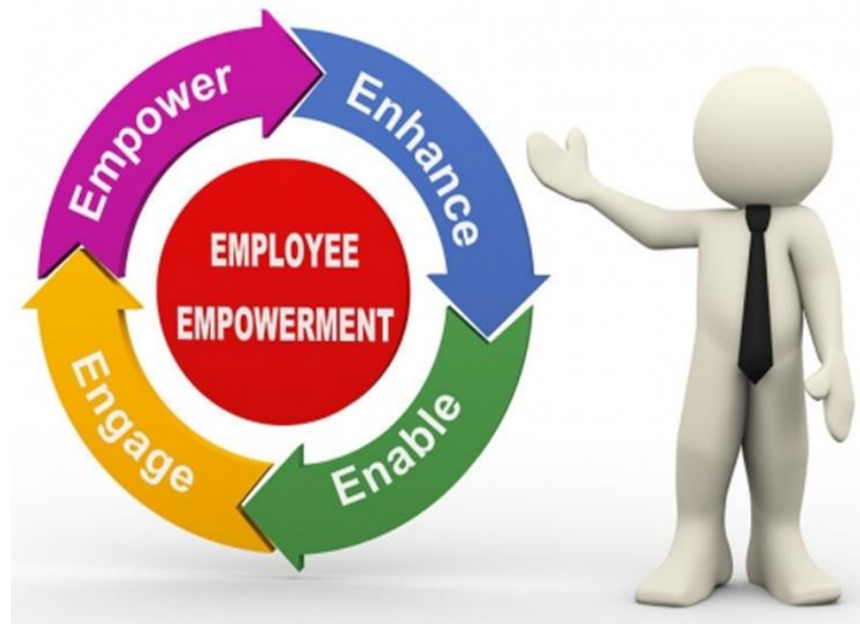
Discuss the Employee Empowerment model



Agenda

Achieving positive & meaningful engagement

- * Empower
- * Enhance
- * Enable
- * Engage



Empowering Staff

- * Not following bad trends
- * Starting new positive trends
- * Encouraging staff to bring new ideas
- * Staff survey
- * Feedback
- * Building relationships
- * Trust



Enhance & Enable

- * This Employee Empowerment model is an approach that increases the chances of overall success, contributing to organisational and individual improved performance, productivity and overall well-being.
- * It can be measured. It varies from poor to great. It can be nurtured and dramatically increased & if one of the steps are not carried through.



Promoting Engagement

- *Engagement is contagious.*
- *If you are engaged in what you are doing, people pick up your excitement and will want to join in!”*



Your Role in Engagement

Employee engagement is getting up in the morning thinking,
“Great, I’m going to work. I know what I’m going to do today. I’ve got some great ideas about how to do it really well. I’m looking forward to seeing the team and helping them work well today”.



Employee engagement is about understanding one’s role in an organisation, and being sighted and energised on where it fits in the organisation’s purpose and objectives.

Your role in engagement

Employee engagement is about having a clear understanding of how an organisation is fulfilling its purpose and objectives, also being given a voice in its journey to offer ideas and express views that are taken account of as decisions are made.



Employee engagement is about being included fully as a member of the team, focussed on clear goals, trusted and empowered, receiving regular and constructive feedback, supported in developing new skills, thanked and recognised for achievement.



Engaging with residents

All interaction is a potential opportunity for engagement.
Starting with a smile!

Remember 93% of communication is non verbal'



Employee / Resident engagement is based on :

- * Trust
- * Integrity
- * Two way commitment
- * Staff should be open for a positive engaging interaction

The person Centred Approach

- * Take time to get to know each other
- * Know about their family / interests / hobbies / pets
- * Knowing their likes & dislikes
- * The Importance of knowing their Life Story
- * Build the relationship at their pace
- * Building Trust / Be honest
- * Identify their preference when offered choices



HIQA Guidelines

Standard 12: Health Promotion

12.4 Opportunities are provided for indoor and outdoor exercise and physical activity, personal development, communication and other psychosocial development.

Standard 18: Routines and Expectations

18.2 The resident is given opportunities for participation in meaningful and purposeful activity, occupation or leisure activities, both inside and outside the residential care setting, that suit his/her needs, preferences and capacities. Particular consideration is given to residents with dementia and other cognitive impairments, residents with visual, hearing or dual sensory impairments, residents with communication difficulties and residents with physical or learning disabilities.

Using Activity To Meet Psychological Needs

EMPLOYEE TRIFECTA

- * The need for attachment
- * The need for identity
- * The need for inclusion
- * The need for occupation



Benefits of Activity

- * Conversation and company
- * Variety and choice
- * Movement and physical exercise
- * Opportunities to feel busy or useful
- * Engagement of the senses



Benefits of Activities

- * Stimulation of the mind and memory
- * Giving and receiving of affection
- * Connection with interest in the outside world
- * Creativity and self- expression
- * Fun, laughter and play
- * Religious faith or spiritual well-being



Activities for Daily Living

- * Maintaining current skills
- * Encourage a feeling of independence
- * Family support



Different Types of Activities

- * **Physical Activities:**

- * Walking: Going outdoor for walk
- * Gardening: Planting shrubs/ Fill Containers
- * Games: All types of ball games i.e.: Boccia

- * **Stimulating Activities**

- * Reading: Newspaper/ Magazines
- * Word Games: Fill in missing word, Proverbs
- * Watching Game Shows: On TV



Activities

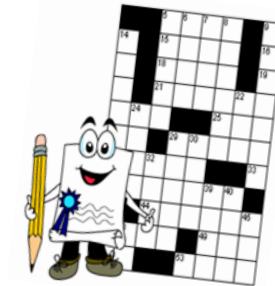
- * **Creative Activities:**

- * Reading: Newspaper/ Magazines
- * Word Games: Fill in missing word, Proverbs
- * Watching Game Shows: On TV



- * **Social Activities**

- * Group Activities: Attending Church, Sonas, Men's Club,/ Ladies Club
- * Social Activities: Bingo, Sing – A – Long, Baking
- * Celebrating Events: Birthdays, Christmas and other days



Activities

- * **Relaxation Therapies**

- * Creating the feeling of well- being
- * Music: Knowledge of the persons choice of music
- * Massage: Light shoulder massage / hand massage
- * Pet Therapy: Visit of dog / cat helps people to relax
- * Snoezelling: This therapy helps the person to relax
- * Sonas: This has a calming effect



Half Done Activities

- * Motivate the person to finish the jigsaw
- * Help fold the towels.
- * Crossword puzzle



- * Gardening: start to fill a container and ask the person to finish it.



*

Your input

- * Be Mindful
- * Be present
- * Be available
- * Ground Yourself
- * Leave your baggage at home!!

Your Tools

- * Handover for daily update & changes
- * Information from family & friends
- * Shared information amongst staff
- * Care plan
- * Life Story



Reminiscing

- * Focus on long term memories
- * Past experiences and emotions
- * Stimulate conversation i.e. Photos, books
- * Objects and things from the past

Summarise

- * Plan your day.
- * Be mindful of each residents day ahead.
- * Activities are more than just a way to pass the time.
- * Encourage your resident to try different activities.
- * The activity must suit the person not the person to suit the activity.

Thank you!

Lisa Howard
Activities Coordinator
St Luke's Home