



## Tip #6: Me in My New Home

Just as taking a “selfie” is all about YOU, person-centered care is all about the PERSON! Person-centered care should start the moment a resident moves into your facility. If you were entering into a new and unfamiliar situation, what would be first on your list? Learning where the bathrooms are? Locating where you can get a cup of coffee or a bite to eat? Coming up with a way to remember all the names of the new people around you?

When providing person-centered care, staff actively listen and observe to adapt to each resident’s initial needs, regardless of his or her cognitive abilities. ***This is especially vital when a person first moves into a new community.*** Why? Because he or she most likely feels vulnerable, out of place and confused. To help, you can:

- Begin building trust with the person and his/her family before move-in.
- Collect detailed Life Story information and share with staff.
- Learn his/her family members’ names.
- Organize and decorate the person’s room before move-in with comforting and familiar items, pictures, linens, etc., and involve him/her in rearranging or further decorating to his/her liking.
- Place a laminated welcome card on his/her pillow, which can include names and pictures of care giving staff and a few facts about his/her new home such as
  - where his/her money will be kept;
  - how he/she will get medications;
  - when family will next visit.

Consider adding a welcome wagon gift based on his/her Life Story or likes.

- Introduce yourself and perhaps share a treat or a small gift, as people are at ease getting care from people they know. Check in with him/her often and offer tours, snacks, drinks, etc.
- Support his/her right to be sad or angry. Validate feelings, acknowledge how difficult change is and assure him/her that you are “here” for him/her.

### Action Items

- List each staff’s role in welcoming new residents during the first day and coming week.
- Use a checklist to remind staff about any tools used to address a new resident’s immediate preferences.
- Conduct a Learning Circle with family members to ask, “What would be the most useful way for staff to engage your loved one in the first 24 hours of his/her stay and during the first week?”

### For more information and training...

- About Advancing Excellence Person-Centered Care Goal, go to [www.nhqualitycampaign.org/goalDetail.aspx?q=PCC#](http://www.nhqualitycampaign.org/goalDetail.aspx?q=PCC#).
- About how to conduct a Learning Circle, go to [actionpact.com/assets/cache/learning-circle.pdf](http://actionpact.com/assets/cache/learning-circle.pdf).
- About person-centered care across the country, go to the Pioneer Network’s website at [www.pioneernetwork.net](http://www.pioneernetwork.net).



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