

# Feeling at Home

Guide for family and nursing homes as partners in respectful care.

Practical lessons.

## Global ageing

One of the biggest challenges of the 21<sup>st</sup> century is the ageing population. Throughout Europe and the United States people's life expectancy is rising, causing an increase of chronic illnesses and multi-morbidity. It is not easy to respond to the increasing number of seniors; there are universal bottlenecks regarding finances, care and accommodation. Countries deal with these issues in different ways, but (future) seniors all request the same: they want to continue their lives in the safe and familiar way they choose. There is a gap between supply and demand: the rise of the ageing population causes people to fear institutionalization. Moreover, the changing levels of wealth and education cause a shift in seniors' wishes. During the coming years, this development should be responded to, while it is important to integrate and combine the facilities regarding care, housing and welfare.

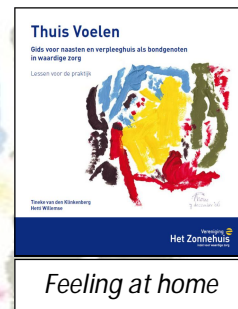
→ **Examples of tips from 'Feeling at Home' are squatered throughout this brochure**

## The Netherlands

We are not all granted to live a vital life until the very end. In the Netherlands seniors often move to nursing homes as soon as they are unable to take proper care of themselves. The familiar environment is substituted by an institution: 'feeling at home' is now of minor importance. Hetti Willemse and Tineke van den Klinkenberg (Publicarea) – who are both very experienced in the health care area regarding policymaking and management supervision, and who have published many articles – are convinced that 'feeling at home' and contact with family and loved ones are precisely the most important aspects of a health care institution. With respectful care as their starting point, they have investigated how the functional quality of health care institutions can be combined with the supporting role of family and loved ones, by using their presence to create win-win situations.

## Publications 'Being at Home' and 'Feeling at Home'

Within the scope of their objective, Willemse and Van den Klinkenberg have visited various health care institutions and have consulted family, staff and managers. This has resulted in 'Being at Home' (*Thuis Wezen*) and 'Feeling at Home' (*Thuis Voelen*). 'Being at Home' is a book which, through approximately forty portraits of loved ones and carers, displays the commitment and communication of family members, personnel and organizations. For example, it demonstrates the loved ones' struggle with their possibilities to participate in providing care. However, they can be invaluable regarding their presence and use of talents in supporting staff and, subsequently, alleviating costs.



**Tip**  
Supply a brochure with interior design tips for both the personal rooms and the communal rooms. Offer ideas for various life styles, interests and income limitations.

**Tip:** Create a placemat for every resident, containing a card describing eating habits and diet



**Tip**  
Make use of talents and hobbies of family members, loved ones, care staff and other personnel.

**Tip**  
Create a regular e-mail newsletter meant for family members and loved ones.

**Tip**  
Supply every personal and communal room with a capturing and attractive information folder, like they do in hotels. It should contain information about the facilities and the services offered by the home.

'Feeling at home' is a practical guide providing a range of solutions for the partnership between loved ones and health care institutions. The guide is written focusing closely on the situation of family members, staff and organizations and can be used like a travelling guide. For one part, it describes the various stages within the nursing home – from admission to passing away of the client – including tips. For the other part, the guide discusses the role of preconditions regarding architecture, the surrounding neighbourhood, interior design and the public area, human resources, facility management, communication and ICT. Executing the suggested solutions means extending the involvement of the family in providing care, relieving the staff and contributing to the achievement of respectful senior care. To illustrate the structure of the guide, the table of contents can be found in the appendix. Unfortunately, the guide has not been translated into English yet. Currently, the third book 'Coming Home' (*Thuis Komen*) is being written. This describes the dilemmas regarding health care institution management.

**Tip:** Create a family tree or social network poster



**Tip**  
There are five main risks: tripping, bedsores, malnutrition and dehydration, incontinence, and depression. Teach family members the skills to prevent worse.

**Tip**  
Create a checklist for the communal facilities and their location, and measure these on their degree of recreation, enticement, activity and meeting others.

**Tip:** Introduce businesscards of carers



## Methods and vision Publicarea

Publicarea is a young consultancy firm concentrating on complex cooperation programmes in the public domain. Besides consultancy regarding policymaking, we also perform (interim) management, project management, consultancy and executive tasks concerning communication, and organization of workshops and conferences. Furthermore, we regularly appear in newspapers and journals; our articles can be found in our booklet 'Zorgenloos' (*CareFree*). Our methods call for a cultural shift in ways of thinking and working. Partnership and cooperation, especially on an international level, are the key words. Experiences and research results from all over the world should be transferable. This is the only way to establish large-scale and small-scale innovations. Within Publicarea we develop and implement innovative ideas in the areas of health care, housing and welfare, and create support for them. We focus on ideas with international potential. October 2010, 'Feeling at Home' will be presented during the European Nursing Congress in Rotterdam, the Netherlands.

We are also closely involved in establishing and supporting 'Stichting Postzegelparken' (Pocket Park Foundation). We aim to give small, unused urban areas a purpose within the neighbourhood: by turning them into beautiful and lively meeting points they reinforce the social cohesion. Moreover, for years we have been supporting 'Stichting Kinderen in je Buurt' (Kids from the Block Foundation); together with neighbourhood partners it strives to prevent educational segregation. The foundation encourages young children to go to school in their own neighbourhood, so they will meet and play with children from various cultures from their own block.

We would like to share experiences and seek inspiration on an international level. Please visit our (Dutch) website for an impression of our assignments, [www.publicarea.nl](http://www.publicarea.nl). You can also contact us personally, by e-mail [info@publicarea.nl](mailto:info@publicarea.nl) or by phone 0031-206386425.

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# Appendix

## Table of contents 'Feeling at Home'

### Colophon

### Preface

### Introduction

#### Part I

1. Family
2. The stage prior to admission
3. Admission and the first few weeks
4. The residence
5. Connect with family members after residence period

#### Part II

6. The role of supporting functions
7. Architecture, construction and environment
8. ICT and loved ones

### Epilogue

### Acknowledgements

### About the authors

#### Appendices

- Appendix 1: Overview Health Care Packages
- Appendix 2: Quick scan building and environment
- Appendix 3: Useful websites
- Appendix 4: Bibliography
- Appendix 5: Discussion partners

