

# Practice paper: Positive Wellbeing Model of Care



Churches of Christ in Queensland believes greater emphasis should be placed on productive, successful and meaningful ageing; that growing older need not be a period of continuous decline and removal from society.

We believe caring for older people must include maintaining, and even building, capabilities and potential, not simply managing decline.

To enable this we are implementing our Positive Wellbeing Model of Care – a holistic, person-centred approach focused on uplift and quality of life.

Churches of Christ in Queensland has a significant presence in Queensland, Victoria and Vanuatu with over 300 services in more than 100 communities, touching tens of thousands of lives each year. We operate a range of missional and community care services to assist families, the elderly and people in need through church communities and our care services groups operated through Churches of Christ Care.

Our Seniors and Supported Living Services - incorporating residential aged care, retirement living and community and home-based care - are working to deliver this preference-driven lifestyle by implementing our award-winning Positive Wellbeing Model of Care. We focus on the person, not just their illnesses, to allow people to live their life to the full.

The model is guided by person-centred care, driven by continuous improvement and underpinned by a comprehensive understanding of people's personal preferences.

This understanding is applied in all aspects of how we support people, including physical, functional, emotional, spiritual and social planning.

## About the model

The Positive Wellbeing Model is designed to draw out people's strengths, needs and preferences for care and involves the people who are important to them. Doing this allows us to deliver holistic care that improves quality of life and allows people to flourish and be active and engaged for longer.

The model identifies wellbeing as a primary life goal achieved by addressing five essential needs (or building blocks):

- *Comfort – Being physically, spiritually and emotionally comfortable*
- *Identity – Being known for individual value, worth and understanding of oneself*
- *Occupation – Being occupied with a meaningful sense of purpose*
- *Inclusion – Feeling a part of the community, being included in decisions and having choice about life*
- *Attachment – Feeling safe, secure, having positive relationships with others in the community and feeling connected to something bigger than oneself*

The model approaches wellbeing across four domains - person-centred care, evidence-based practice, supportive living environments and collaborative care partnerships.

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### Care that provides comfort and safety

Our staff build relationships with people accessing our care services, providing comfort and support when needed. We maintain and build comfort and safety by addressing people's physical, spiritual and mental health needs.



*Spending time with animals is very important to me*

### Care that preserves identity

We learn about each person through their history and life story, learning their strengths, skills and talents. We identify their preferences for care and connect them with groups and activities so they can be themselves, have an understanding of their true self and experience an abundant life.

*"For over 20 years I've enjoyed weekly visits to my local nail parlour for a manicure. I love how the nail technician bathes my hands leaving them soft and silky, then shapes them (square with slightly rounded sides) and paints them with my favourite polish (a dark dusty pink with a hint of sparkle). When I moved into aged care and the staff at Churches of Christ Care asked what was important for me, I knew right away. My nails! They help me get to the salon regularly so I still get to feel special – and get all the latest gossip. They didn't expect me to just fit in with what everyone else does" – Joan*

### Care that gives purpose

Our care and leisure activities seek to maintain or build people's sense of purpose by promoting meaningful occupation so they feel useful and helpful. This includes helping people participate in activities such as dressing, cooking or gardening independently for as long as possible—and encouraging enjoyment and playfulness along the way.



*It's important for me to be outdoors and help out with the garden*

### Care that promotes choice and belonging

We support people to be a part of their community and to participate in their own care, regardless of their level of function. We do this by learning people's history and their preferences in all aspects of life – from how they like to celebrate holidays to what time they like to get up in the morning. This allows us to keep people involved in the things that are important to them.

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### Care that connects people and makes them feel safe

We encourage people within our services to develop and maintain friendships and positive family involvement in all aspects of life. Having strong social connections, relationships and a sense of belonging is a key contributor to wellbeing and feeling safe, secure and comfortable.

Through our pastoral care program, our care extends from body and mind to soul and spirit. Our chaplains are interested in all faith related questions and are willing to listen and help give voice and language to people's own spiritual experiences. Supporting people to connect with a sense of spiritual wellbeing.



*It's important for me to spend time having fun with children*

## Positive Wellbeing in practice

The Positive Wellbeing Model is for all people including those living, working and accessing aged care, family and volunteers. It views them through a positive psychological and capabilities framework. It focuses on enhancing positive emotions, which are indicators of flourishing and optimal wellbeing. We seek to enable people to live an abundant life.

When the Positive Wellbeing Model is implemented, we expect to see people:

- smiling and laughing
- being proud of their space and home
- moving around
- feeling confident
- functioning at an optimal capacity
- being interested and enthusiastic about what they're doing
- feeling an important part of the community
- feeling relaxed and comfortable
- being busy.

When the Positive Wellbeing Model is implemented, we expect to see less:

- responsive behaviour
- falls
- infections
- use of psychotropic medications
- people shadowing staff.

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## Outcomes so far

We are in the early stages of implementing the model and the associated preference-driven care framework and have seen some early benefits:

- New people accessing our services report feeling relaxed and comfortable in their new home because staff are asking them what they like rather than just filling in “paperwork” and making assumptions about their needs.
- Lifestyle activity plans are now starting to embrace client preferences, aimed at improving quality of life and preserving resident identity – people have more choice in preferred activities.
- Development of key, award-winning, signature lifestyle programs, based on client preferences.
- Care plans reflect peoples’ needs and honour their personal preferences. For example, previous plans stated “Mrs Jones requires full assistance in the shower”. The new way of embedding personhood and personal preferences into care plans reads as “Mrs Jones requires full assistance in the shower but would prefer to try to wash her own face and hands when able”.
- We have trained approximately 390 staff at 10 residential care sites and an e-learning package is now part of our mandatory training.
- We have also trained 1,711 of our residential aged care staff in a tailored emotional intelligence training program: *Managing Me*. This program builds on the skills of our care staff to connect and build relationships with residents to facilitate positive wellbeing.

## Our vision for the model

The Positive Wellbeing Model is central to enhancing our practice across all of our Seniors and Supported Living Services and will guide our future activities.

The model is currently:

- being rolled out across our residential aged care facilities
- informing our signature dementia, palliative care, pastoral care, cottage life, move and grove and clinical frameworks
- being examined for adapting across our community care services.



*Spending time helping others is important to me*

## Find out more

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