

Small size. BIG  Congratulations Elmsmere Villa!

Elmsmere Villa is a small retirement residence in Ottawa, Ontario, home to 56 residents who are cared for by 34 staff and 4 volunteers. Linda Vu is the Director of Care and the in-house GPA Certified Coach. Linda works closely with Michelin Gill, also a Coach and Psychogeriatric Resource Consultant at the Geriatric Psychiatry Community Services of Ottawa (GPSCO). Together they deliver regular GPA sessions and informal GPA coaching for staff at the Villa.

Linda spoke about the team's success incorporating the GPA strategies of distraction and gentle redirection into everyday care.

### MRS. M'S ANXIETY WAS RELIEVED THROUGH DISTRACTION & GENTLE REDIRECTION

"We help residents experiencing responsive behaviours through various interventions including redirection, distraction, group or individual activities, music, exercise, or providing comfort and support in order to decrease their responsive activity and anxiety. Our beloved Mrs. M was always looking for her son and waiting for a bus. Staff never wanted to upset her by denying the truth and reality of this situation. Instead, we assigned her an Elmsmere Villa bus pass and had a dedicated personal support worker with her to keep her company while she waited for the



bus. Staff talk to Mrs. M about her hobbies and interests and we've learned all about her family. This method of distraction has encouraged Mrs. M to participate more in resident activities during the day. Her anxiety has improved immeasurably. When she is looking to leave the building, a staff member will take her for a walk."

### LEARNING MORE ABOUT MRS. P AND INVOLVING HER FAMILY IN CARE PLANS LED TO BETTER OUTCOMES FOR EVERYONE

Linda chats about a new resident that arrived recently. "Mrs. P's behaviours were elevated and so she required additional staff assistance. Using her emergency bell, she would call staff 20 to 30 times each day asking for her mirror, lipstick or to be made comfortable in her room. She refused care services with Champlain LHIN and agency care workers. In one incident, she hit a worker. Fortunately, our nursing team was there to assist. We completed the Dementia Observation Sheet and recorded Mrs. P's behaviours. We referred her to GPSCO. We tested and ruled out infections. We sat down with Mrs. P and a family member to

discuss her current care needs. We understood that the transition to care was challenging for Mrs. P and so we wanted to use GPA to enhance her care.

The techniques we implemented included GPA redirection and

establishing a routine. We spoke with the family to find out what Mrs. P enjoyed and realized that she did not like to be alone, but prefers to be around people. We still received resistance, but we continued to show the family and Mrs. P that we truly care. Gradually, Mrs. P started to attend activities and is now spending more time in the entertainment areas than alone in her room. She began to speak more gently with staff and is calmer and more tender since we applied Gentle Persuasive Approaches strategies.

We listened to Mrs. P's care needs and changed her care plan accordingly. It's all about the approach," says Linda.

## Sustaining GPA

As part of Elmsmere Villa's monthly staff training and education, GPA principles and how to effectively apply them in care are regular topics at Lunch 'n Learns.

[Learn more about Elmsmere Villa](#)