



February - March 2014

Moving to a New Home: *Smoothing Transitions into Long-Term Care*

Providing assistance with Transitions – times when an individual moves from one living environment to another – is a key function of the HNHB Behavioural Supports Ontario (BSO) Long-Term Care (LTC) Mobile Team. Those working in the LTC homes have seen the positive impact a collaborative, well-planned move from the community or acute-care setting to a LTC home can have on an individual's journey, their caregivers and the staff of the LTC home.

Moving to a new home can cause an individual and family anxiety. For those individuals with a cognitive impairment and a history of responsive behaviours*, the experience can be overwhelming. New faces, new bedroom, new routines...the individual is presented with many changes that could cause distress and initiate challenging behaviours. Fortunately for the individual and their family, the LTC homes not only have their internal supports in place, they have the support of the BSO LTC Mobile Team to ensure the transition is as smooth as possible.

Wellington Park Care Centre: A Transition Story

(As told by Charlotte Nevills, Administrator of Wellington Park Care Centre)

A 79-year-old gentleman, who was known to the BSO Community (Crisis) Outreach Team prior to admission to LTC, had a history of responsive behaviours including agitation, verbal and physical aggression, and resistance to care. He was previously living in a retirement home in the area and had been on CCAC placement for long-term care. Upon the family's acceptance of the bed, the Care Coordinator at CCAC initiated a referral for the BSO LTC Mobile Team to assist with the transition.

This was Wellington Park Care Centre's first resident that had been identified by CCAC as requiring transition care, and we were very pleased to start this process to ensure a smooth transition. His CCAC case notes indicated that the client's wife (Power Of Attorney) and son would also be involved with the admission.

On the day of admission, all staff members were prepared for a challenge based on the history of this new resident, but the BSO Mobile Team was able to provide some much needed information and triggers for this gentleman. For example, they advised he has a keen sense of humour and one should try using humour with him when he first starts showing signs of distress. The staff also learned from BSO that should the resident say "no", not to push or try again, his no means no. It was also arranged that the staff of the retirement home, where he previously lived, would join this new resident on admission day so there would be familiar care givers when he first walked into his new room.

Action Plan Highlights

Single point of contact for individuals and caregivers to connect with multiple resources and services

Organization to support individuals and caregivers by taking a lead role in coordinating programs and services across multiple organizations

Mobile outreach teams to support individuals and caregivers in the community when in crisis

Mobile outreach teams to support individuals and caregivers in long-term care

Toolkit for primary care providers to help them assess and manage patients with responsive behaviours

BSO Flyers are now available to share!

Flyers For Clients/Caregivers:

[BSO Connect Flyer](#)

[BSO Community Outreach Team \(Crisis\) Brochure](#)

[BSO Long-Term Care Mobile Team Flyer](#)

Flyers for Health Care Providers:

[BSO Connect Flyer](#)

[BSO Community Outreach Team \(Crisis\) Flyer](#)

[BSO Long-Term Care Mobile Team Flyer](#)

Wellington Park Care Centre: A Transition Story

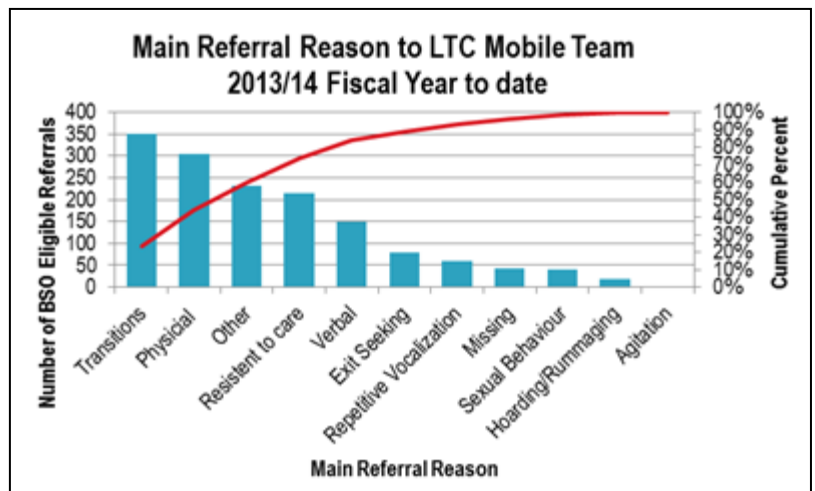
(As told by Charlotte Nevills, Administrator of Wellington Park Care Centre)

From the moment of walking into Wellington Park Care Centre, he was handled smoothly acknowledging his resident-centred care needs. This was certainly not your average admission, but one that specifically met the needs of the resident based upon the history and assistance from the BSO Mobile Team.

Far too many times in the past there have been residents admitted to long-term care with the same story as this gentleman, but with the clear and very informative history for this resident, his needs were met. Thankfully it was a safe and smooth admission to Wellington Park Care Centre that I can say with certainty would not have been the success it was without the BSO Mobile Team.

Growing Interest for Support with Transitions

Over the past 24 months, the BSO LTC Mobile Team has developed collaborative working relationships with many of the 86 LTC Homes in Hamilton, Niagara, Haldimand, Norfolk, Brant and Burlington. There are six LTC homes that ask BSO to help with every new resident admitted with responsive behaviours, and four LTC homes request support for every new resident regardless of pre-existing behaviours. In addition, community partners, such as CCAC and Primary Care Practitioners, are growing referral sources for the LTC Mobile Team.



The quality of the support provided by the BSO LTC Mobile Team is important. Feedback on how BSO has supported both an individual's transition and the LTC home staff helps guide the Team's ongoing improvement. The BSO team asks long-term care home staff to complete a satisfaction survey following the most recent support for a transition or when a client is discharged. The results of these surveys identify areas for improvement, as well as recognize the team functions that effectively help the LTC home staff and their clients.

Quality Satisfaction Surveys- Transitions (and Episodic) Results to Date

Q1: The BSO team provided timely service:

- 100% (86.3%) Agree or somewhat agree

Q2: The BSO team demonstrated knowledge and expertise regarding managing responsive behaviours

- 78.6% (81.8%) Agree or somewhat agree

Q3: The LTC staff felt comfortable in implementing the strategies without the BSO staff's presence.

- 81.8% (81.8%) Agree or somewhat agree

*Based on Likert scale: disagree, somewhat disagree, somewhat agree, agree, unsure

Learn More

- [BSO in HNHB LHIN](#)
- [BSO Provincial Website](#)
- [HNHB Sustainability Plan](#)
- [BSO Final Implementation Report Including Q4](#)

***Responsive behaviours:** Includes pacing, wandering, verbal aggression, and physical aggression toward oneself or others.