LEARNING PROGRAM
FAMILY MEMBERS / CARERS

PROJECT
Collaboration between family members
and direct care staff in quality improvement of
residential care services.

2016/17

Sir Moses Montefiore Jewish Home

and

Centre for Healthy Brain Ageing

University of New South Wales
PREFACE

The Project is being undertaken in a collaboration between Sir Moses Montefiore Jewish Home and the Centre for Healthy Brain Ageing, University of New South Wales.

The Project team includes Ms. Tracey Clark and a senior managerial team from Sir Moses Montefiore Jewish Home, and Professors Henry Brodaty and Lynn Chenoweth from the Centre for Healthy Brain Ageing, University of New South Wales.

The Aim of the Project is to develop and pilot test a protocol which promotes collaboration and positive relationships between family and direct care staff for the purpose of improving the quality of residential care services.

The Research Questions which are guiding the Project:

Will a protocol developed during the pilot study to promote collaboration and positive relationships between family and direct care staff:

1. improve family carer and direct care staff relationships?
2. improve the quality of residential care services for recently transitioned aged care residents?

The Project uses a mixed-method, 5 stage pre-post-evaluation design over 12 months.

It is being conducted in Sir Moses Montefiore Homes’ residential aged care services at Randwick and Hunters Hill.

Project Participants include 50 nurses, direct care staff and allied health staff; 50 family carers of aged care residents; 6 staff trainers and 6 family liaison staff personnel.

The Project Intervention takes the form of a train-the trainer approach to organisational culture change, guided by a Study Management Committee and an Expert Advisory Group.

Family/staff relationship training will first be offered to appointed Family Liaison Personnel and Staff Trainers, using evidence-based multimedia education materials, including resources developed by La Trobe University for the Australian Institute for Primary Care and Ageing. Trained Family Liaison personnel and Staff Trainers will respectively, educate and support family carers and direct care staff in adopting the family/staff relationship model as a way of collaborating to improve care of the residents.

The family/staff interaction program for family carers and direct care staff emphasises: reflection and self, relationship development, interpersonal skills, stress management in the caring role, and conflict resolution.

This learning resource is for the use of family members/carers of people living in residential aged care.
Collaboration between family members and direct care staff in quality improvement of residential care services:
pilot study

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Sessions

1. Relationships between family members/carers & staff
   - Exercise ‘Relationships’
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   - Quiz 2. ‘Working Together’
   - Preventing conflict when communicating
   - Extended Facilitator Reading
   - Handout 1. ‘Relationships’
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2. Overcoming barriers to ‘us’ and ‘them’ dynamic
   - Awareness of ‘us’ and ‘them’ dynamic in relationships between family members/carers and care staff
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   - Differences in expectations of care needs
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