

# PEARS

## Model of Care



Calvary's Commitment is to provide respectful and dignified care for older people that encompasses control, choice and the importance of relationships, connection to community and a desire for a good quality of life.

Calvary will provide care that recognises what matters most to their clients, residents and patients. Calvary will provide skilled and compassionate care. Calvary will provide support for those who love and care for their clients, residents and patients.

Calvary care of older people encompasses **Personhood, Environment, Activities, Relationships and Safe Care.**

### PERSONHOOD

#### Person and family centred care



person and family centred approach to care is adopted, where each person and their family members are respected as individuals.

#### Choice and Control



Patients, residents, and clients are empowered with information to assist decision making, provided with choice, and encouraged to participate in decision making and co-design

#### Respect and Dignity



Patients, residents and clients are treated with dignity and respect.

#### Diversity and Inclusion



Patients, clients and residents are treated with dignity and respect, and identity, culture and diversity is valued and included in care decisions.

#### Spirituality



A patient, resident or clients' individual spiritual needs will be personal to them and will be respected and addressed.

### ENVIRONMENT

#### Familiar and or homelike setting



Homelike and or familiar are embraced where medical equipment is hidden where possible and there is a focus on independence and quality of life.

#### Outdoor areas and connection to nature



Access to a safe and comfortable outdoor environment that optimises patient, resident or client experience and enables social connections and access to nature

#### Space for personal belongings



Space is available for patients, clients and residents to store and display personal belongings and important items. There are spaces for personal possessions that keep them safe.

#### Safe and comfortable surroundings



The environment provides safe surrounding which aim to reduce risk to patients, clients and residents and provide protection for harm.

#### Clear Way Finding



Spaces are designed to show a resident, client or patient their current location and support them to easily find key locations such as their room, the bathroom or the dining room.

## ACTIVITY

### Meaningful activities



Meaningful activities are available, encouraged and tailored to the individual patient, resident or client needs, likes and capabilities.

### Physical activity



Physical activity is available to patients, clients and residents and has a restorative and rehabilitative focus.

### Quality dining experience



Facilitation of enjoyable dining experiences which includes choice and social connection with no unnecessary medication administration.

### Risk and participation is balanced



The risk to a patient, client or resident is considered and balanced with the value and benefits of participation in activities.

## RELATIONSHIPS

### Social inclusion



There is inclusion of patients, residents or clients as valued members of the community through engagement, recognition and participation.

### Care and compassion



Compassionate and skilled teams value people and the importance of communication and interpersonal skills in care.

### Family and friends welcome



Families and friends are welcome and encouraged to be at care sites and there are spaces available for them.

### Community linkages



Continuous connection to the wider community allows for meaningful relationships, activities and ongoing contribution to society.

### Personal connections



Opportunity for patient, clients and residents to form personal connections with each other, volunteers, visitors and staff is enabled.

## SAFE CARE

### Efficient, appropriate, effective, timely and accessible care



Quality health services should be effective, appropriate, effective, timely, accessible and integrated.

### Prevention and proactive management of responsive behaviours



Management of responsive behaviours expressed by older people is undertaken by the care team in collaboration with the older person and or their family.

### Best practice nutrition and hydration care



Best practice nutrition and hydration care is critical in supporting older persons.

### Quality use of Medications



Quality use of Medications with specific focus on Polypharmacy, psychotropic use; and regular reviews.

### Quality approach to Palliative Care



Focus on the whole health and social care system supporting quality end of life which is not limited to care delivered by Specialist Palliative Care.