

The Social Experience: Using Resident Feedback to Enhance Activities, Recreation and Leisure



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Welcome to Magnolia Gardens



- Three story, open layout
- Common areas centralized on first floor
- Center of building is focal point with stained glass *Atrium Circle*

Let's Take a Tour

- In-house movie theater featuring 10-foot movie screen
- All-season 18-foot indoor heated pool
- Salon and barber shop
- Old-fashioned retro style café
- Open area perfect for exercise

Let's Take a Tour (Cont)

- Custom made oak bar and authentic pool table
- Library equipped with Internet access
- Main dining room for large events



Village De Memoir

- 12-bed Unit
- Customized activity calendar
- Physical, cognitive and social activities
- Enclosed courtyard with walking path
- Residents encouraged to participate in all facility activities



What We Do!

- Educational Programs
- Health & Wellness
- Special Interest Groups
- Special Events
- All Time Favorites
- Small Group Activities
- Weekly Shopping Trips
- Dining at Local Restaurants
- Community Trips




BEST PRACTICE
=
TEAM WORK!




Resident and Family Input

- Open door policy
- Visibility and accessibility
- Assessments
- Planning meetings
- Constructive criticism
- Satisfaction surveys



Communication Is Key

- Quarterly newsletter
- Calendar of events
- Facility wide paging system
- Flyers and mailings
- Bulletin board
- Escorts

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OUR GOALS

- Maintain resident's quality of life
- Increased trips into the community
- Encourage new resident participation
- Encourage active residents to welcome new residents
- Increase resident volunteer program



TAILORED ACTIVITIES

- Male Population
 - Trips to local baseball games, new TV lounge area, Men's club
- Memory Unit
 - Calendar tailored for those with memory impairment, daily routines, limited concentration, immediate gratification
- Religious Groups
 - Large Catholic population, Rosary, Communion, services for all religious affiliations



Is It Effective?

- Visibility and accessibility
- Planning meetings
- Satisfaction surveys
- Verbal communication
- Adjust as needed

QUALITY OF LIFE

- Socialization and mental stimulation
- Encouragement and persuasion by other residents
- Purpose in life prevents depression
- Exercise helps prevent falls/injuries
- Prevents need for long-term care




How We've Done It...And How We Will Continue!

- Although teamwork is key, responsibility of one person is essential
- Administration ensures resources needed are available
- Chain of command remains consistent
- Ongoing evaluation of programs

Making Changes

- Certified Activities Director
- Permanent assignments
- Programming from 10am to 7pm five days per week and 10am to 4pm on weekends
- Activities Director does budgeting
- Revision of dementia program

You Can Do It Too!

- Assess needs and desires
- Assess cognitive and physical abilities
- Evaluate current programs
- Maintain open communication
- Encourage staff, resident and family input
- Implement changes
- Educate staff, residents and families
- Evaluate staff, supply and budget requirements
- Assign responsibility to oversee new programs
- Evaluate, Evaluate, Evaluate!!!

Things to Keep in Mind

■ Budget requirements	■ Resistance to change
■ Regulations	■ Education
■ Meet minimal requirements	■ Staff
■ Go above and beyond	■ Residents/families
■ Hire and retain qualified staff	■ Work together to ensure consistency
	■ Celebrate successes and have fun!

What We Learned

At Magnolia Gardens, we have learned that all departments in health care are interrelated and that by working together, it is much easier to accomplish our mutual goals of not only meeting the residents' needs and desires, but striving to exceed them.



QUESTIONS????

THANK YOU!!!!

For more information, please call
us at 732-557-6500
