



Region of Waterloo

Learning to Fly

Sunnyside Home's Journey to Accreditation in The Butterfly Approach

Introductions



Julie Wheeler, Director,
Seniors' Services



Lindsay Marinovic, Person-
centred & Emotion-focused
Care Lead

About Sunnyside Seniors' Services



Aging at Home ← → **Housing with Supports**



Why is Change Needed in Long-Term Care?

"As we become more emotional and less cognitive, it's the way you talk to us, not what you say, that we will remember. We know the feeling, but don't know the plot. Your smile, your laugh and your touch are what we will connect with. Empathy heals. Just love us as we are. We're still here, in emotion and spirit, if only you could find us".

Christine Bryden, 2005



What is the Butterfly Approach?

- The Butterfly Approach is a person-centred, emotion-focused model of care which started in the United Kingdom through Meaningful Care Matters (formerly Dementia Care Matters)



The Butterfly Approach across Canada

- 1 accredited Butterfly Home in Waterloo Region
- 8 accredited Butterfly Homes in Ontario
- 10 accredited Butterfly Homes across Canada
- 1 accredited Acute Care Setting in Ontario
- 11 long-term care homes in Ontario are working towards Butterfly Accreditation

How we arrived at The Butterfly Approach

- Hush No Rush
- Dementiability
- Eden Alternative
- Still Me
- The Butterfly Approach

Why Butterfly?

- The Butterfly Approach provided a model that balanced excellent physical care with emotional care
- Includes a focus on meaningful engagement and relationships
- Involves making long-term care feel more like home:
 - Schedules and tasks are replaced with flexibility
 - No uniforms
 - People feel like family sharing experiences and getting to know one another
 - The environment is bright, colourful and feels more like home and less like an institution

Journey to Accreditation



Launch
January 2020

Pandemic
Pause

Reboot
Spring 2021

Omicron
Pause

Restart

Final Audit
July 2022

Sustainability

What does a Butterfly Home look and feel like?

- Full of colour and life and reflects the unique interests, history and personality of the people living and working within the home.
- Objects and items in reach to give meaning and purpose and help to change a moment.
- Comfortable spaces where people can spend time together.

Staff training

- Over 90 staff and leaders at Sunnyside attended 3-5 full days of virtual training.
- Training include:
 - Overview of The Butterfly Approach
 - Sharing
 - Removing controlling care
 - Meaningful engagement and mealtimes
 - Supporting people in the later experiences
 - Communication

Matched Home Areas

- In Butterfly Homes, people who share similar interests and experiences in their dementia journey are grouped together in matched houses.
- This allows staff to better identify people's unique needs, meet them where they are at and allow them the freedom to be themselves.
- Staff on each home area will become experts in caring for people who are in the early to mid and in the later stages of dementia.

Mealtimes in the Butterfly Approach

- Mealtime is an important part of the day for all of us
- It is not only a time for nourishment, but to connect socially with others
- Mealtimes in Butterfly Homes look a little different than in traditional long-term care homes



Learning our life stories

- Resident life stories
 - Resident profiles posted in rooms
 - Word Clouds outside of the room
 - Personalizing inside resident rooms
 - Personalizing bedroom doors



A Whole Team Approach

- Success in The Butterfly Approach involves everyone
- This includes
 - Care Staff
 - Engagement Team
 - Housekeeping and Facilities
 - Leadership
 - Volunteers
 - Family members

Accreditation Process

- The accreditation process conducted by Meaningful Care Matters included:
 - A six-hour observational audit that measured the quality of staff and resident interactions
 - Review of a 100-Point Environmental Checklist
 - Interviews with family members
 - Review of redacted Medication Reports and Care Plans
 - Review of Staff Morale Survey results



Qualitative Observational Audits

- Measures the quality of care interactions between people living and working in the home for 5-6 hours
- Gives a rating to each five minute time period based on five types of care
 - Meaningful Engagement
 - Positive Care
 - Neutral Care
 - Controlling Protective Care
 - Controlling Restrictive Care

Final Audit Results



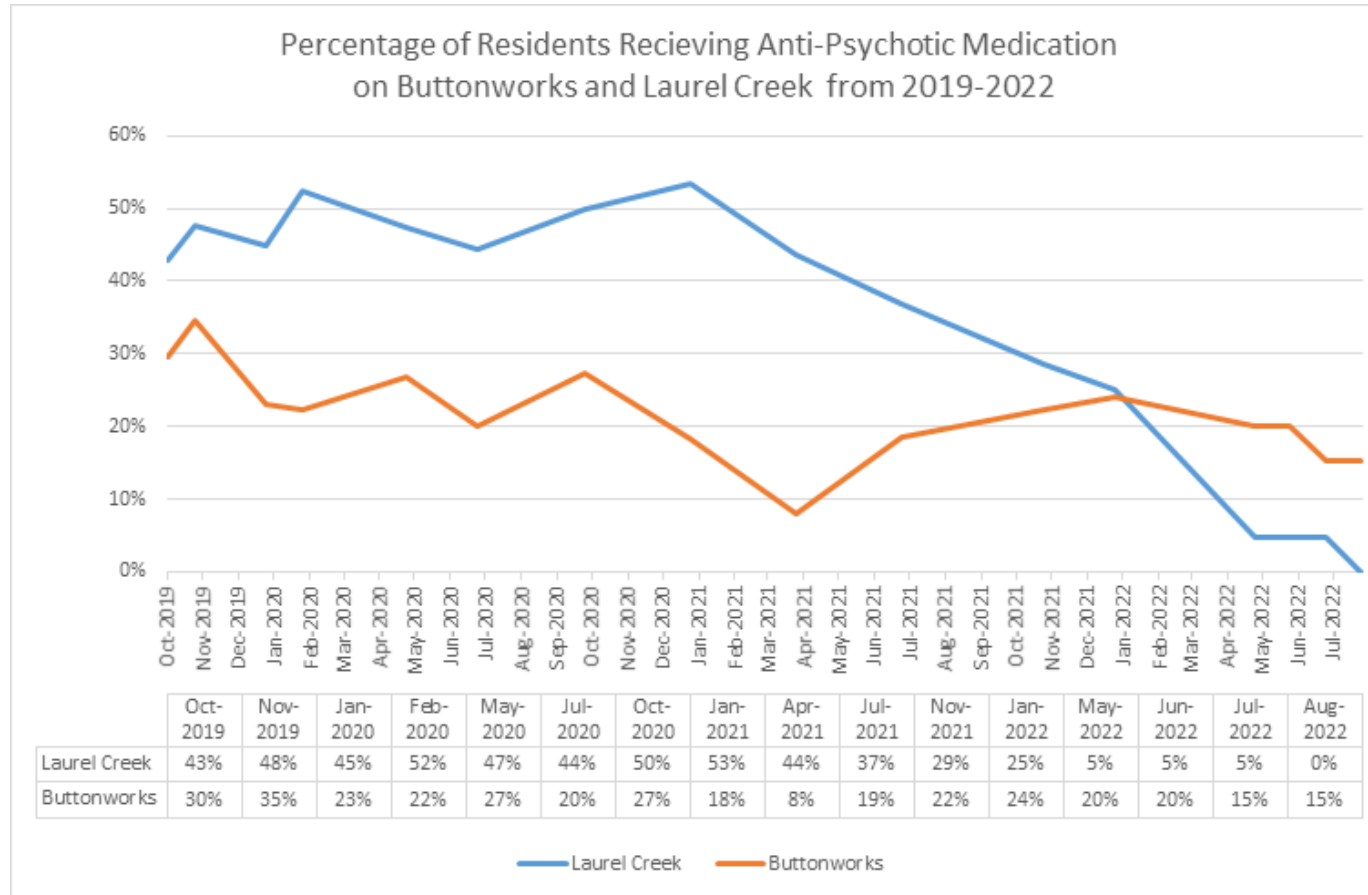
- Sunnyside awarded the top rank of a Level 1, "Outstanding" Care Home
- Sunnyside met 97 of the 100 indicators from the Environmental Checklist
- First Long-Term Care home to be accredited in Waterloo Region
- One of the highest ranked Long-Term Care homes in Canada

Impact

- Transformed environment
- Improved quality of life for residents
- Improved staff morale
- Decreased use of antipsychotic medications



Decreased Use of Antipsychotics



Transforming the Environment: Before



Buttonworks



Laurel Creek



Transformed Environment: After



Buttonworks



Laurel Creek

Transformed Environment: After



Staff Voices

- [Kelly's Story](#)



Next Steps

- Sustaining Butterfly Accreditation on the Buttonworks and Laurel Creek Home Areas – Re-accreditation audit September 2023
- Spreading the principles of person-centred and emotion-focused care throughout the home and community programs
- Participating in Reimagining LTC with Healthcare Excellence Canada – See it, hear it, feel it
- Imbedding person-centred care training into new staff orientation and student orientation

Questions and Contacts

Julie Wheeler, Director, Seniors' Services

Jwheeler@regionofwaterloo.ca

Meaningful Care Matters

www.meanningfulcarematters.com

admin@meaningfulcarematters.com