Transition to Care

From the Community to Pleasant View Nursing Home

This informational packet has been developed to assist family members and their loved ones with the transition from the community into a long term care setting.

Welcome

The initial conversation or decision to move a loved one into a long term care setting is one of the many challenges associated with the advanced aging or disease process.

Recognizing that your loved one is no longer able, or safe, to be at home is the first step. We all want you to know that we understand how hard this decision is. That being said let us help you during this transition. We can offer you some key guidelines that we have seen work for other family members, residents, and staff members.

A few tips that may make this decision easier:

- Tour the facility prior to making the decision **(hyperlink)**
- Connect with the admissions nurse and voice your expectations
- Meet the Director of Nursing and the Administrator
- Once your loved one is approved to reside at Pleasant View Nursing Home, set an appointment ahead of your loved one coming to Pleasant View to go over paperwork (the admission day can be overwhelming)
- While you are at Pleasant View doing paperwork, ask to visit your loved one's new room
- Once you know what unit your loved one is going to, visit with staff and start to build relationships
- Ask questions
- Meet the staff **(hyperlink)**

Day One

Today is the day that your loved one will be moving to Pleasant View Nursing Home. A lot of emotion is associated with this decision and maybe some doubt. Don't worry, these are all normal feelings.

The first day you will play a large role in getting your loved one settled. We encourage you to bring in items from home that will make their new room feel more like home. The items can be anything from a favorite night stand, a favorite wall quit, a favorite lamp, etc. We encourage family to bring in family pictures or wall decorations. Our staff will assist in hanging

these items. Staff will inventory these items, as well as clothing, on the first day so we can keep track of the valuables you provide to your loved one.

Week One

When individuals go through the transition period from the community to Pleasant View, it is not uncommon to see a mixed emotional response.

Some individuals go through the stages of grief.

Some individuals are unable to recognize that they have moved into a new setting.

Some individuals become agitated.

And some accept the placement because they recognize that they are unable to live at home.

This is all new for you, but the Pleasant View staff understands that there is a transition period. Be aware that this could take up to a year for your loved one to accept that they are going to be at the facility long term. We are here to help you and your loved one through this.

Things that can help with the first week transition period include:

- Visit as often as you can
- If you are unable to visit, call your loved one
- Bring your loved one treats that they enjoy and snack with them
- Bring in flowers or plants
- Try to stick to a routine (if you had coffee dates prior, continue that routine)
- Have dinner with your loved one
- Have other family members call or send cards
- Recognize your loved one's feelings and talk to the NCC or Social Worker regarding your loved one's feelings or how the visits are going
- When visiting your loved one, start a social group with others to assist in building relationships with other individuals

Difficult Visits

If your loved one is having difficulty transitioning and becomes agitated when you visit or continuously states, “Why can’t I go home? Can’t I just go home with you?” please notify the NCC or Social Worker so they can assist with your visits.

The staff at Pleasant View Nursing Home understands that, as a family member making decisions for your loved one, you tend to take the blunt of some of the decisions you have to make.

Here are some interventions that have been successful with difficult visits

- Instead of visiting at the same time every day, attempt to visit at different times. Depending on the disease, your family member could be experiencing “Sun downing” or “late day confusion” which can cause more confusion, agitation, increased wandering, etc.

- If your loved one is consistently asking why they are unable to go home with you, attempt to visit 30 minutes prior to meal time. This offers a great break away point. Staff will assist your loved one with their meal, which gives you the opportunity to disentangle yourself

- If your loved one is consistently saying that they want to go home and becomes tearful, simply listen and use statements such as, “I understand mom/dad, but it was getting pretty tough at home. You’ve been doing a great job so far and I am here to support you through this transition period. ”

- Ask a staff member to assist with the breakaway point prior to going into your loved one’s room. Simply ask staff to check in within five to ten minutes of the visit and if it is not going well, staff can redirect your loved one which allows you to leave the situation

- Be able to recognize if your visits are causing a negative effect, not only on you, but on your loved one as well. If this is the situation, consider taking a few days or a week off

from visiting. We understand that this is difficult. You may feel like your loved one thinks that you do not care or that you are a "bad" son/daughter. This is not the case by any means. We understand that everybody deals with this transition differently and we support the decisions you make to make the transition successful

Again, please communicate with staff regarding your visits and if the above interventions are unsuccessful we will come together as a group and discuss other interventions.

The First Month Forward

By the end of the first month you should start to feel comfortable with the staff on the unit, be oriented to the building, and a care plan conference will have occurred.

You will still encounter new situations, including holidays and the need to change traditional roles you have held. Embrace the changes, yet still hold to some tradition. Share stories of your loved one with staff to assist us in making things as similar as they may have been at home. Provide the staff with background information on your loved one so we may also connect with them in what their memories may be.

Care Plan Conferences

Our care plan conferences consist of: the Nurse Care Coordinator, Dietician, Activity/ Life Enrichment Director, therapy if involved, and Social Services.

The goal associated with the Care Plan Conferences is to allow time for a group discussion to provide information about the plan of care and goals that your loved one has or that you as a family have. These meetings are scheduled for about 15 minutes and multiple meetings may be scheduled in a time period. We encourage you to talk with the social worker ahead of time if a longer period is needed. Though we encourage you to ask questions as they arise, this is also the perfect opportunity to ask any additional questions you or your loved one may have with the interdisciplinary team present.

A letter will be sent to the primary contact with a scheduled time and date. If the time and date does not work for family, we encourage you to call the Social Worker for that unit to reschedule the meeting. These meetings do occur quarterly unless there is a change in condition or an upcoming discharge. We like to have more meetings during this time due to a possible change in the plan of care or due to discharge needs.

Alzheimer's/Dementia Diagnosis

Alzheimer's disease and dementia is one of the top diagnoses with the geriatric population. With this disease one is unable to physically see the plaque attach to the brain cells, but one is able to see the memory and behavior changes that are associated with this disease.

Some common memory changes and behavioral changes are presented by, but are not limited to, agitation, verbal or physical outbursts, restlessness, pacing, wandering, sleep disturbances, delusions, hallucinations, increased depressive mood symptoms, an increase demand for their parents who have passed, the inability to recognize family members, and many more.

Here are some helpful tips to assist with these behaviors:

- ***Listen*** to your loved one. ***Do not argue*** with them, even if you know what they are telling you is not factual. By going along with the conversation, it builds a positive relationship and allows your loved one to openly communicate with you. This results in ***"creating moments of joy!"***

- ***Do not correct*** your loved one by stating; "Now mom/dad, you know that's not true. Grandma's been gone for ten years now". By telling your loved one that their parents are no longer living, this causes them to go through the grief process all over again. They could become anxious and state, "Why didn't anybody tell me? I can't believe I missed my parent's funeral". Instead, go along with the conversation and state, "Oh, grandma's doing fine today."

Family Council

Family Council is scheduled every other month for family members to come together and connect. It is a place where family members are able to discuss the difficulties related to the transition into the nursing home, advancement in their loved one's disease process, what to expect regarding certain situations, etc. It really is a place where family members can come together and support one another. During family council, staff discuss changes within the facility and any recommendations or ideas family members have in order to enhance the support.

Building Staff Relationships

"*Pleasant*" is not only the name of our organization, it also describes our staff—who we are, and how we do our jobs. Some of our employees have been working here for 20, 30, or even 40 years, providing outstanding service and quality of life for the elderly in Green County.

A few ways to connect with our staff is to have open communication. Our staff is welcoming to stories, suggestions, tips, history, etc. of the residents that they care for. They enjoy hearing previous stories which help build a connection with not only the resident, but also the family members.

Though we enjoy you building a relationship with staff, we must always keep in mind that they are unable to receive monetary or individual gifts. We do have a staff appreciation committee that money can be donated to, if family feels the need, otherwise a simple "thank you" is sufficient enough.

Holiday/Celebration

Holidays, celebrations and traditions are encouraged now that your loved one is at Pleasant View Nursing Home. If your family always goes to mom or dad's house for the holidays, continue that tradition. Come visit them at Pleasant View or start a new tradition by taking them to a relative's house for the holidays. If your loved one's birthday is approaching, think about having a special meal or gathering in Club 48. It can be reserved for family members at no cost. We want to support the residents and family members in making new memories or keeping old traditions when it comes to the holiday season or special events.

References

Transition to Care. (2016, January 15). Retrieved from https://careconversations.org/transition-care