

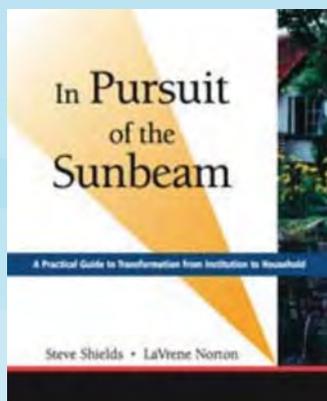


Essential Elements of Households

1. The household is each resident's home and sanctuary.
2. The people who live here direct their own lives, individually and collectively.
3. The boundaries of the person and his/her home are clear and respected as a matter of course.
4. Grace, a shared sense of what is sacred about the house and its people, is deeply valued, consciously created and preserved. Ritual, spontaneity, friendship, spirituality, celebration, recreation, choice, interdependence, art and humor are all manifestations of a culture of grace.
5. The people who live here are loved and served by a responsive, highly valued, decentralized, self-led service team that has responsibility and authority.
6. Leadership is a characteristic, not a position. Leaders support and are supported by values-driven, resource bearing principles and practices as a way for each person to actualize his or her full potential.
7. All systems, including treatments, exist to support and serve the person, within the context of his or her life pursuits.
8. We build strong community with one another, our family, our neighbors and our town. Each household is part of a neighborhood of houses, dedicated to continuous learning.
9. The physical building and all its amenities are designed to be a true home. Institutional creep in design and culture is treated as a wolf at the door.

From
In Pursuit of the
Sunbeam

by Steve Shields and
LaVrene Norton





Daily Pleasures

Resident: _____

Interviewed by: _____

Ask the Resident if you can take a few minutes to ask a couple of questions. Explain that the team is trying to find solutions to make daily life more satisfying and daily meals more enjoyable.

Say to the Resident:

We all have "daily pleasures" that help us get through our day -- things that are important to us - that make our day unique -- it could be that first cup of coffee in the morning, a warm cookie from the oven, or corn on the cob.

Before you came to live here, what were some of your daily dining pleasures? (list as many as they share.)

Are you still able to enjoy that daily dining pleasure here? If not, why not?

What little things would make your life here more enjoyable? Is there anything our team could do to make our meal times happier?

Would you be willing to attend one of our Team Meetings in a few weeks to talk about this and help us come up with solutions?



• Choice • Accessibility • Pleasure • Relationships •

Choice

- what to eat
- when to eat
- where to eat
- who to eat with
- being able to leisurely eat.

True Choice

- True choice, not token choice.
- Choice of: beverages, breads, desserts.
- Choice of service style: waited, self-selected, buffet or family style

Accessibility

- Foods of choice available when hungry, or when just longing for a specific food.
- Food available 24/7, and someone available 24/7 to help prepare it.
- “Refrigerator rights”
- Refrigerator in resident’s own room
- Perhaps a microwave too
- Coffee pot in a private
- Foods prepared from own recipes
- Foods they ate in their own home
- Foods that make one look forward to the day
- Foods that warm their heart and soul, as well as nourish their bodies.

Liberalized Diets

- The elder’s right to follow a restrictive diet if they choose, and to not follow it if they choose.
- Clinical research shows restricted diets do not lead to clinical improvement in the elderly, and may in fact lead to the harming effects of malnutrition and dehydration due to limited consumption.
- Liberalized diets → Regular diets
- Some committed facilities have eliminated therapeutic diets altogether, offering only the traditional consistency modifications, choice in serving size, and choice of foods to avoid.

Quality Service

- Relationships are the key to quality care giving; and relationships are the key to quality service in dining.
- Knowing the elder, their choices, their

preferences, and their daily pleasures in dining results in service that encourages optimal intake.

- Relationship-based service is caregiving from the heart. Knowing what an elder ate, knowing what they need to eat, knowing what to tempt them with, all can make the difference between joy in dining and failure to thrive.

Responsiveness

- Relationship-based service, refrigerator rights, 24/7 accessibility...the common theme is responsiveness, and just the right amount of attention – not hovering, just quiet attention to every need.

TRADITIONAL

- Community Meals
- Resident / Staff Cook-outs
- Take-in, fast food, ethnic, garden, game
- Visiting Chef
- Fine Dining with Family
- Celebratory Birthday

TRANSFORMATIONAL

- Steam Table Service
- Open Dining
- Buffet Style
- Waited Table Service
 - Banquet Style
 - Restaurant Style
- Family Style
- Five-Meal Plan
- Refrigerator Rights

NEIGHBORHOOD (home-like)

- Kitchenettes in the Neighborhood
- Kitchens in the Neighborhood
- Refrigerator Rights

HOUSEHOLD MODEL (home)

- Sunbeam Households
- Service House
- Green House
- Continuous Dining

HIGH INVOLVEMENT AND TEN WAYS TO INVOLVE OTHERS WITH FOOD

High Involvement Action	In the Neighborhood	Of Staff	Of Residents	Of Family
1. Let them be in the spotlight, the center, in control. Understand where they're coming from, what they need.				
2. Create a safe place! Create a circle of warmth, a circle of friends.				
3. Ask them for help.				
4. If you want to get people involved - ask your small circle of friends to go out and get someone else involved!				
5. Change the atmosphere - create the right climate. (Ask them what you have to do to get them involved.				
6. Give them the chance to share themselves – to talk about themselves – to seek meaning through this involvement.				
7. Encourage them to talk from the heart – to tell the stories in their hearts. To listen to each others' stories. To discover each other.				
8. Acknowledge and celebrate that we are all equals; we are all the same; and we are all different.				
9. Share your vision and determine your mission together. Discover common values and goals.				
10. Give them a few simple guidelines, let them establish their own rules, and even reshape your guidelines as time goes on. Be willing to give up the control, to take a different role in this new community.				

Five Community Building Steps

Include and Involve

Seek Meaning and Contribution

Share Decision-Making

Create Opportunity for Learning &

Growth

Celebrate Individual & Team

Contributions



Journal Your Thoughts

The Way To the Heart . . . through Dining

Anticipating the Event - *What do you do to prepare for the event?*

Sharing the Event - *Whom do you share the experience with?*

Welcoming Experiences - *How are Guests greeted upon arrival?*

The Environment - *how does the setting influence your enjoyment? Does odor matter? How about noise? Lighting? Sounds? Temperature? Air?*

Your Host or Wait Person - *how does the wait person or Host attend to your needs and make you feel special?*

Conversation - *How does conversation at the table and in the environment affect our enjoyment of the meal?*

The Food - *How does the food affect your enjoyment? Is there choice? How about food quality?*

The Pace - *Who and what affect the pace of the meal? Does the pace impact your enjoyment?*

Great Good Place

Life in the Kitchen – *Creating a Quality Dining Experience*

Cozy and Quiet - quiet enough to reflect and converse, alive enough to be engaged in community.

The Smells & Sounds of Home - coffee brewing, cinnamon rolls baking, dishes clanging, timers ding.

Foods & Drinks of Personal Choice - our daily pleasures enjoyed, choice in the moment with the opportunity to change our mind and the encouragement to try new things.

Familiar Rituals – what I like when – what goes together, how formal or informal – whichever makes me more comfortable, the opportunity to dine alone or with just one other special person in a spot of our choosing, holiday traditions respected and honored.

Getting up and going to bed when I want, and eating what I want when I want – Whether I like to get up at 5:00 or sleep until 10:00; if I'm a person who gets up in the middle of the night and would love to sit in the kitchen and have a cup of tea or warm milk – all is possible in households.

Community & Conversation – feeling welcomed and special, but also being able to welcome my family and friends. Gathering before the meal over a familiar beverage. Lingering after the meal for another cup of tea and a sweet, conversation with friends. Sharing memories and stories. Laughing together. Growing new relationships - *Truly dining at home, every meal, every day!*

From "The Kitchen as a Great Good Place," Steve Lindsey, MSW, NHA in
Nourish the Body and Soul, an Action Pact publication ©2008