

Person-Centered Care at Luther Manor Adult Day Services

What is Person-Centered Care? What makes a place that offers Person-Centered Care different? What does it look like? How will I know if I see it? These are questions that have been asked of Luther Manor Adult Day Services.

For the past two years the staff at Luther Manor Adult Day Services have been learning about the approach to care called Person-Centered Care. It was developed by Tom Kitwood in England and is now being taught in the United States.

Person-Centered Care is an approach to care that respects and values the uniqueness of the individual, and seeks to maintain, even restore, the *personhood* of individuals. We do this by creating an environment that promotes personal worth and uniqueness, social confidence, respect, truthfulness, independence, engagement and hope.

At Luther Manor, our first step was working with participants and staff to determine the values in which we believe. The ArtCare Banner Project of 2004 portrayed these values in banners for all to see.

The next step was including these seven values in our everyday practice, job descriptions, participant assessment and enrollment forms, program mission statement, and staff performance reviews. A training session was held on each value. The staff learned why, when and how we would focus on each person's **unique** interests and experiences, promoting **social confidence** through meaningful engaging programs. They learned how we provide **hope** each and every day through **truthful** interactions.



We are pleased to announce that we have provided more than 100 hours of training for all the staff and promoted three very special women to form an "Activity Team." They are called our Person-Centered Care Specialists.

All participants who attend the day center have a staff partner. The participant and partner meet regularly to ensure that his or her unique interests and experiences are included into our programming day. The staff partners have been attending the family conferences, advocating for special interests, and sharing important daily experiences. Hats off to the day center staff who make every day meaningful for our participants — full of choices, friendship and fun.

This year the activity calendar has started to change, reflecting new activities that reflect participants' interests and experiences, and promote our values. These activities promote engagement and interaction among those attending our day center, and are evaluated based on the interest of our participants.



Cafe Time (replaces the traditional snack time) Open 8:30-11:00 a.m.

Called the "Second Cup Cafe," it is held in the newly renovated Skylight area. Friends can gather for conversation, relaxation and a cup of coffee and morning snack. They choose what time and how long they want to stay in the Cafe.

Second Time Around Shop

Participants and staff operate this resale and coffee shop in the reception area to bring people together to shop, drink Mt. Meru Tanzanian coffee and eat fresh baked goodies. Donations and items from Luther Manor's Den of Antiquity resale shop are displayed, priced and managed by the Adult Day Center participants. Baked goods are made by the participants from recipes chosen from their unique interests.

Up-2-U (Individual or group choice activities)

Participants have their own ideas of how they want to spend their day, and this program gives them the opportunity to do so. The ideas for the activity programming result from participant-led and shared-interest groups, including "The Birdwatchers," "Sister Madeline's Bible Study," "Trivia and Vocabulary with Robert," "Service Club," "Math Club," "Cafe Shopping/Menu Group," "Daisy's Play Production," "Conversation Corners," "Deanna's Short Stories," "Mens-Only Cooking Class," "Pastor Al's Men's Breakfast and Spiritual Hour" and "Mississippi Club."



Person-Centered Care, for Luther Manor Adult Day Services, is an ongoing process of compassion, education, modeling, evaluation and monitoring. We engage in this for the purpose of improving the well-being and health of all participants and staff involved in the giving and receiving of care at Luther Manor.

Twenty-seven months into the process (November, 2004), Luther Manor's Adult Day Services program director has defined Luther Manor's person-centered approach to care simply as an equation:

Engagement + Positive Interaction = Well-Being of the Participants



We are happy to share this journey and invite you to join us as we Celebrate Your Uniqueness!



4545 N. 92nd Street, Wauwatosa, WI 53225

414-464-3888

www.luthermanor.org