

The spiritual aspect of care relationships

Listening to older voices

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The surveys: 100 in-depth interviews in over 40 different settings

- ▶ Environment and facilities
- ▶ The rhythm of daily life
- ▶ Roles, relationships and support
- ▶ Life stories and memories
- ▶ Coping with change and loss

What really matters?

The creation of family life

- ▶ Choice of privacy and company
- ▶ Environment and meals
- ▶ Listening and stories
- ▶ Security

Family life

‘It feels like a family - they’re supportive of one another’ (manager)

‘The atmosphere is loving and warm’
(resident)

‘There have been very few people who are difficult, most have just joined in the family’ (volunteer)

‘The family bond is part of the home’ (staff)

Privacy and company

‘When you’re isolated it’s not good. Just having the company is wonderful’ (resident)

‘They’ve got the freedom to be part of it, but at the same time, step back’ (manager)

‘If they want to have company, they do, but if not, they have that choice’ (manager)

When residents go into town, they’ll see half a dozen people they know’ (staff)

The environment

‘They sit down together for meals, and it makes them like a family again’ (staff)

‘Each room is different, so it’s a personal place’ (resident)

‘The garden is of great emotional significance’ (manager)

Listening and stories

‘Life can only be understood backwards, but must be lived forwards’ (Kierkegaard)

‘Some want to share their stories, some don’t want to’ (manager)

‘You can take the conversation in the right direction’ (staff)

‘You have to know people well, to gauge how to encourage conversation’ (manager)

‘Sometimes if the door is open, I will talk about the past’ (resident)

Security

‘I feel safer here’ (resident)

‘What matters most? When it comes down to it, security’ (trustee)

‘It’s knowing there’s someone there for them, who has noticed how they feel’ (manager)

‘Every time we sit down to tea, it’s about listening’ (manager)

Transformation

Getting the timing right

‘I had to make a new life for myself here’
(resident)

‘When she first came to us, she just wanted to die. Now she doesn’t talk like that at all’
(manager)

‘He came here and stayed and never went back to his house. He’s a new man’
(manager)

A new paradigm of mutuality

Homes

Independence

Freedom

Tasks

Care

Families

Interdependence

Meaning in life

Interaction

Love

Implications of the new paradigm 'Mutual chaplaincy'

Facilitating relationships
Staff continuity, training and time
Environment and nutrition
Timing of move to care
Shift of investment
Healthcare and housing

Developing a Relational Model of Care for Older People: Creating Environments for Shared Living

James Woodward and Jenny Kartupelis

Jessica Kingsley Publishing