



## The Importance of Relationships, Homelikeness, and Working Environment for Nursing Home Resident Quality of Life

### Take Home Message

Results from nursing home residents, family, and staff show that positive relationships and homelikeness are associated with higher resident quality of life (QOL). Newer models of care (i.e., those with fuller scope of practice and newer physical designs) indirectly impact resident QOL through relationships and homelikeness. As well, some elements of the working environment are associated with higher resident QOL from the staff perspective. The long-term care (LTC) sector can use these findings as the basis to initiate changes in policy and practice to support resident QOL as well as quality of care.

### Why was this research done?

Researchers and LTC representatives came together to assess how recent shifts in models of care within Nova Scotia's nursing homes (as defined by differences in staff scope of practice and physical designs) impact resident QOL.

### How was this research done?

Data was gathered from nursing home residents, family, and staff from three different models of care in Nova Scotia. Surveys, interviews, focus groups, participant observation, and activity monitoring were used to collect data.

### What were the results?

Friendly, open, and respectful relationships among residents, staff, and family are associated with higher resident QOL.

A sense of warmth and homelikeness within the nursing home is associated with higher resident QOL.

Newer models of care indirectly effects resident QOL through relationships and homelikeness.

When staff know what is expected, learn and use many skills, and where supervisors demonstrate transformational leadership, then staff assess resident QOL higher.

### What are the implications?

These results can inform decisions about new LTC facilities and continuing care planning. They also suggest opportunities for change within existing facilities and directions for staff education.

### What can be done?

Revise policies and regulations to support resident QOL in addition to quality of care outcomes.

Encourage positive communication among residents, staff, and family and support team building among these care partners.

Find ways to balance issues of safety with supports for resident QOL.

Provide ongoing education for staff in all roles within LTC about resident-centred philosophies of care.

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