

Mechanisms and Impacts of Counseling on Family-Staff Relationships in Residential Long-Term Care

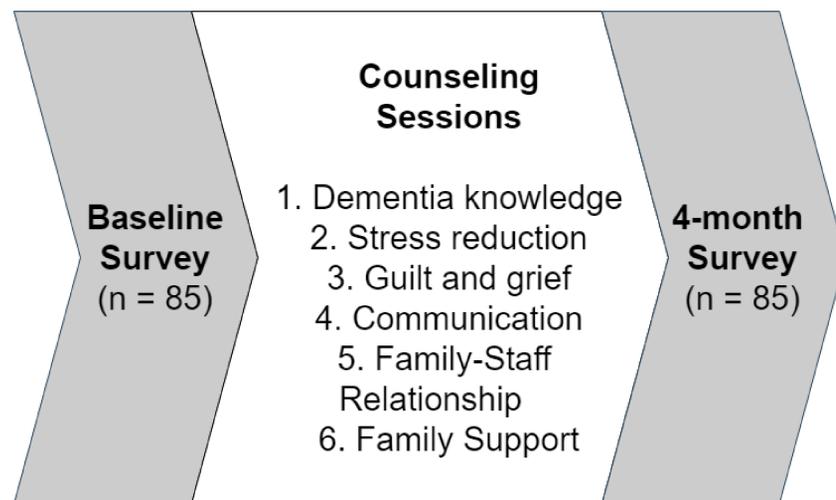
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Background

Following the transition into residential long-term care (RLTC), family caregivers of older adults with dementia often continue to provide a range of help. The ability of caregivers to fulfill these roles may be complicated by relationships with RLTC facility staff, who may view family caregivers as advocates, visitors, and/or disrupters.

Design

- Embedded parallel mixed methods analysis
- Detailed case notes provided source material for qualitative thematic analysis



What impacts the transition to RLTC?

- Concerns and barriers?
- Protective factors?

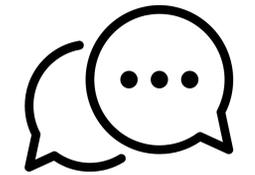
Caregivers seek to have **trust** in the facility and staff: to feel secure and informed that their care recipient is safe, supported, genuinely cared for, comfortable, entertained, and part of a community.



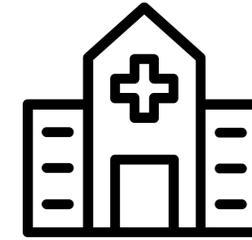
Findings



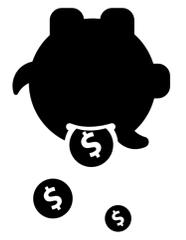
Care



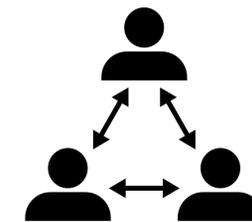
Communication



Facility



Finances



Relationships



Location

“Now that we’re not taking care of her [at home], I can go there and she can just be Mom.”

“They are very good to him. One of the things that I like is they always call him by name, and me as well. They treat him like a person. That’s the greatest fear – that you’ve warehoused your loved one.. to a place like you see in the movies, or sometimes what you see in reality.”

“One of the residents said ‘I want to dance!’ And the aide went and got an iPad and played music. It was just lovely.”

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“I think [staff have] lost connection with the fact that they’re caring for people in probably their final resting place.”

“There is no sense of warmth or care. I feel like they don’t like my mother but they do like her money.”

“I end up being a case manager, and I don’t want to be. For the money we pay, this shouldn’t be happening. You end up being the bitchy daughter, and I don’t want to be that. But sometimes you have to be.”

“This was a big bruise. I asked one of the aides if she knew what had happened. She didn’t look at me, she just said ‘No, I do not’ and walked away.”

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