

## RE-IMAGINING LONG-TERM RESIDENTIAL CARE

an international  
study of promising  
practices

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*A "society that treats its most vulnerable members with compassion is a more just and caring society for all"*

**- World Health Organization**

### What's new

Congratulations to **Beatrice Müller** who successfully completed her PhD at Philipp University of Marburg, Germany, on June 19, 2015. Bea will continue with the project as a half-time research associate focusing on cleaning work in long-term care homes. She is also joining Co-investigator Hildegard Theobald at the University of Vechta, Germany, as a half-time post-doctoral fellow.

**Rachel Barken** successfully defended her PhD dissertation and officially joins the project as a SSHRC post-doctoral fellow on December 1. Congratulations Rachel!

**Albert Banerjee** accepted the Highly Commended Paper award for the journal article "It's a Scandal! Comparing the causes and consequences of nursing home media scandals in five countries" on behalf of the other team authors – **Liz Lloyd, Charlene Harrington, Frode Jacobsen** and **Marta Szebehely**. The award was given out at the Emerald Networking Event and Awards on August 9, 2015 in Vancouver.

The Seniors Adding Life to Years (SALTY) group's Letter of Intent (LOI) submitted to the CIHR Team Grant: Late Life Issues was successful. They were awarded \$20,000 to develop a full proposal, due December 14, 2015.

**Margaret McGregor** is a co-lead and **Tamara Daly** is a co-investigator leading the work theme. **Pat Armstrong, Hugh Armstrong** and **Susan Braedley** are also co-investigators.



Albert accepts award for "It's a Scandal" paper

**Pat Armstrong** and **Suzanne Day** have contracted with McGill-Queen's University Press to publish a book on laundry that uses data from the site visits – Wash, Wear and Care: Laundry and Clothing in the Life and Labour of Nursing Homes. Publication is expected in mid- to late 2016.

Congratulations to **Albert Banerjee** for his success in securing two years of funding from the Swedish Research Council for Health, Working Life and Welfare. Albert will be the project lead on “The logic of care and the logic of audit in residential care for older persons: Learning from international comparative research and feminist care theory.”

**Liz Lloyd**, **Marta Szebehely** and **Mia Vabo** are attending the JCRA Programme Meeting and ERA-AGE Conference, November 9-10, 2015 in London, UK to present the HARP research project findings.

#### Spotlight on **Work Organization** theme

The 'Work Organization' theme group looks at how work is organized in long-term care and shaped by outside forces. Specific questions include 'who does what for whom,' with 'what kind of training,' with 'what recognition' and 'to what extent is there the right to decide about care' and, 'what kinds of work organization and rewards are most promising in meeting the needs and balancing the rights of residents, providers, managers, families and communities?'

A priority for the mapping phase of the project was to develop an overall map of what work organization in long-term residential care involved. Theme members gathered an extensive amount of information on, for example, forms of employment (full-time, part-time), employee retention rates, types of contracts, minimum care standards, regulation of staff/residents, skill requirements, training systems, occupational health and wellbeing, models of leadership, and degree of privatization of ownership. Particular attention was paid to the mapping of informal care, including the work of families, private companions, volunteers, spiritual advisors, and the unpaid work that is carried out by various employees of facilities.

Co-investigators **Tamara Daly** and **James Struthers** lead this theme. Members include **Pat Armstrong**, co-investigators **Malcolm Doupe**, **Monika Goldmann**, **Frode F. Jacobsen**, **Hildegard Theobald**, and students **Christina Meyn**, **Beatrice Müller**.

- The group worked on a comparative care plan project to gain an understanding of how care plans are used in practice in four jurisdictions (BC, Manitoba, ON, Norway), and a project on the aging of the health care labour force.
- Over the next year, they plan to work on “promising work organization practices” using the project’s key informant, observational and mapping data.
- Beatrice is researching the invisible and undervalued work of cleaners/housekeepers in long-term care homes.
- Theme members continue to present and publish papers. A sampling:
  - “Lean cuisine: kitchens, contracting and long-term care” presentation (Tamara Daly and Pat Armstrong with Ruth Lowndes)
  - “Are we past precarity? Liminality and invisible labour in residential long-term care” presentation (Tamara Daly and Pat Armstrong)
  - “Continuity and Change in Norwegian Nursing Homes, in the Context of Norwegian Welfare State Ambitions” paper (Frode Jacobsen)

## Resources

Featured Resources:

***Approaches to Accountability in Long-Term Care***, by Whitney Berta, Audrey Laporte and Walter Wodchis, discusses the array of approaches to accountability, focusing on regulated facility-based long-term care services in Ontario.

***What's Love Got to Do With It?: The Influence of a Culture of Compassionate Love in the Long-term Care Setting*** is a paper by Sigal Barsade and Olivia O'Neill that builds a theory of a culture of compassionate love at work. It is based on a longitudinal study exploring the influence that emotional culture has on employee, resident and family outcomes.

***Effects of Excessive Antibiotic Use in Nursing Homes*** by Lona Mody and Christopher Crnich, discusses how antibiotics are frequently and often inappropriately prescribed to patients in nursing homes. These antibiotics pose direct risks to recipients and indirect risks to others residing in the home.

Other recent additions to the bibliography include:

- Understanding public elderly care policy in Norway: A narrative analysis of governmental White papers (Co-investigator Frode Jacobsen is an author of this paper.)
- The Relationship Between Registered Nurses and Nursing Home Quality: An Integrative Review (2008-2014)
- A literature review of clinical outcomes associated with antipsychotic medication use in North American nursing home residents (Co-investigators Joel Lexchin and Charlene Harrington are authors of this paper.)
- Hidden Owners, Hidden Profits, and Poor Nursing Home Care: A Case Study. (Co-investigator Charlene Harrington is an author of this paper.)
- Enjoying the Front-line of Dementia Care: An Integrative Analysis of what Care Home Staff Report makes them Happy at Work
- The Long-Term Care System for the Elderly in Sweden (Free download available [here](#))
- Long-term Care: The Global Impact on Women
- The effects of regulation and litigation on a large for-profit nursing home chain (Co-investigator Charlene Harrington is an author of this paper.)
- Hospitalization and Mortality Rates in Long-Term Care Facilities: Does For-Profit Status Matter? (An open access paper available [here](#).)

[Sign in to bibliography](#)

## 2015-16 Seminar Series

The 2015-16 seminars are focusing on the Methods book. The main research technique used in the project's long-term care site visits was a new, innovative, team-based method (rapid site switching ethnography) where observation and interviewing are used to collect data. This book will share the lessons learned. Chapters are included on context, novice eyes, team work, field notes, interviewing, ethics and more.

Seminars for the fall are scheduled on Fridays from 10am –noon, eastern time, with the first one on **September 25**, and subsequent seminars on **October 23** and **November 27**. Dates for the winter 2016 seminars are to be determined.

The ‘bookette’ on promising practices in long-term residential care based on the 2014-15 seminar series presentations is under development, with **Donna Baines** taking the lead. It is being published by the Canadian Centre for Policy Alternatives, and is expected to be available by late fall. Presentations from the 2014-15 seminar series that form the basis of the book are posted on [O3](#).

## Site Visits

The Re-imagining Long-term Residential Care and Healthy Ageing in Residential Places (HARP) projects’ final two site visits took place in May – in Winnipeg from May 10-16, and in Nova Scotia from May 24-30.

Twelve team members travelled to Winnipeg to participate in both full and flash site visits facilitated by co-investigator **Malcolm Doupe**, with his student assistants **Shauna Zinnick** and **Julie Erickson**.

The Winnipeg visits added forty-one interviews to the project’s rich set of data. Thanks to participating team members, and to Malcolm and his student organizers Shauna and Julie whose work helped to make the visits successful.



Winnipeg team participants at the end-of-visit meeting



Halifax lunch conversation at the mid-visit, full-day meeting

Thirteen team members participated in the Nova Scotia site visits, including HARP Norwegian project partner Mia Vabø. The research visits were organized by co-investigator **Martha MacDonald**, with assistance from her administrator **Jackie Logan**. Her student assistant **Jonathan Godin**, helped prepare the background documentation for the visits. Thanks to all who participated, and to Martha and her assistants for their excellent organization.

Janice Keefe, Director of the Nova Scotia Centre on Aging, joined the team for the opening dinner meeting to speak about her research.

Sixty-three interviews were conducted during the Nova Scotia research site visits, bringing the total number of interviews completed during the data collection phase of the project to over five hundred.

In addition to the spring follow-up visit to an Ontario facility, two re-visits took place in the summer. **Albert Banerjee** returned to the main site in Vancouver to present project findings and conduct further interviews. **Liz Lloyd**, with **Pat Armstrong**, **Hugh Armstrong**, **Marta Szebehely** and **Frode Jacobsen**, returned to the UK care home that was the main site for the 2014 visit. They also interviewed and observed in several small care homes in the UK.

## “Skills for Long-term Residential Care” Workshop and 2015 Annual Team Meeting

The day-long “Skills for Long-term Residential Care” workshop on May 20, 2015 at Hart House, University of Toronto included presentations from both team members and project partners. The presentations are available on the project’s public website [here](#).

The 2015 annual team meeting followed the workshop on Thursday, May 21 and Friday, May 22 at the Schulich Executive Learning Centre at York University.

## 2016 Annual Team Meeting

The team’s 2016 annual meeting will be held from **May 11 to 13, 2016** at the Kempfenfelt Conference Centre north of Toronto. Planning is underway and additional information will be sent out (and posted on [O3](#)) as it becomes available.

## Presentations and Publications

### Presentations

If you are interested in more detail on any of talks given by team members, please contact the presenters directly.

**Sally Chivers** spoke on “Dementia on the Silvering Screen: What do the Movies Tell Us about Memory?” at the Critical Intersections: Mild Cognitive Impairment, Aging, and Dementia in Theory and Practice symposium organized by Trent University’s Centre for Aging & Society, May 7-8, 2015.

**Sally Chivers** and **Susan Braedley** presented at the North American Network in Aging Studies conference: Aging and Age Studies: Foundations and Formations, Miami University, Oxford, Ohio, May 19-22, 2015. Sally’s talk was “I didn't really make anything up”: Reimagining Long-Term Residential Care in Arrugas, and Susan presented “Neither Fish nor Fowl: Which Model for Elder Care? The Power of Metaphors in Residential Care”.

**Monique Lanoix** presented “Lessons from Ancillary Care: Understanding Work In the 21st Century”, June 4, 2015, on the Care, Work and Gender Justice panel, Canadian Political Science annual meeting at the Congress of the Humanities and Social Sciences, University of Ottawa. She also spoke on “Aging, Dis-function and Access to Care” at the 29th European conference on Philosophy of Medicine and Health Care, Ghent, Belgium, August 19-22, 2015.

**Tamara Daly** and **Pat Armstrong** participated in “Meeting the Challenges - the potential of solutions”, at the Canadian Academy of Health Sciences (CAHS) Symposium on The Dementia Challenge: Facing the Rising Tide by 2025 and Mobilizing a pan-Canadian Action Plan, Ottawa, September 17, 2015. Tamara presented in “The Formal Workforce” session, on “Challenges”, and Pat in the “International Innovation” session on “Reimagining long-term residential care: perspectives on promising practices”.

*Send information on presentations and recently published, accepted, or under review papers to Wendy at [wwinters@yorku.ca](mailto:wwinters@yorku.ca). Please remember to **acknowledge the project and our funder as well as the contributions of others** in published papers!*



**Susan Braedley** spoke at “Take Action for Health Care”, a CUPE Ontario health care workers conference in Ottawa, September 23, 2015. She participated on a panel with a front-line CUPE health care worker and **Govind Rao**, the project’s CUPE partner representative.

**Sally Chivers** spoke at “From Memory Loss to Memory Shift: Rethinking the discourse of pathology”, University of Toronto, September 26, 2015, on “‘If I only [was] a brain’: Dementia Diagnosis in Contemporary Cinema”.

**Tamara Daly** spoke to the CUPE Health Care Group on “Sparking Imagination: Promising Practices in Long-Term Care, Ottawa, October 1, 2015.

**Jacqueline Choiniere** presented “Surfacing Regulatory Tensions in Ontario's Long-term Residential Care Sector” at the Qualitative Health Research conference, Toronto, October 19-21, 2015.

### Upcoming:

**Monique Lanoix** is presenting “Work and Vulnerability” at the Canadian Society for Women in Philosophy annual meeting, University of Regina, October 23-25, 2015.

**Pat Armstrong** is a plenary session speaker at the Ontario Centres for Learning, Research & Innovation in LTC conference “Building Momentum for Long-term Care” in Ottawa, November 9-10, 2015. Her talk is on “International Promising Practices — Learning from Others to Enhance Long-Term Care in Ontario”.

### Publications

Published in *Studies in Political Economy*, Spring issue, Volume 95 (2015): Regulating Care:

“Centring Care: Explaining regulatory tensions in residential care for older persons”, by **Albert Banerjee** and **Pat Armstrong**, pp 7-28.

“Dancing the Two-Step in Ontario’s Long-Term Care Sector: Deterrence Regulation = Consolidation by **Tamara Daly**, pp 29-58.

“Dreaming of Home: Long-term Residential Care and (In) Equities by Design” by **Susan Braedley** and **Gillian Martel**, pp 59-81.

“Regulating Individual Charges for Long-Term Residential Care in Canada” by **Martha MacDonald**, pp 83-114.

“Resisting Regulatory Rigidities: Lessons from Front-line Care Work” by **Donna Baines** and **Tamara Daly**, pp 137-160.

“Understanding public elderly care policy in Norway: A narrative analysis of governmental White papers” by **Frode Jacobsen** was published in the *Journal of Aging Studies*, August 2015, Volume 34, pp 199–205.

**Joel Lexchin** and **Charlene Harrington** were among the authors of “A literature review of clinical outcomes associated with antipsychotic medication use in North American nursing home residents” published in *Health Policy*, June 2015, Volume 119, Issue 6, pp 802-813.

Published in *Competition & Change*, Special Issue: Care work in the context of austerity, June 2015, Volume 19 (3):

“Neoliberalism and the convergence of nonprofit care work in Canada” by **Donna Baines**, pp 194–209.

“Liminality in Ontario’s long-term care facilities: Private companions’ care work in the space ‘betwixt and between’” by **Tamara Daly, Pat Armstrong** and **Ruth Lowndes**, pp 246–263. It is a Sage choice article, is open access and available to [download](#).

“Continuity and Change in Norwegian Nursing Homes, in the Context of Norwegian Welfare State Ambitions” by **Frode Jacobsen** was published in *Ageing International*, September 2015, Volume 40, Issue 3, pp 219-228.

### Upcoming:

To be published in *Ageing International*:

“Comparing Nursing Home Assistive Personnel in Five Countries” co-authored by co-investigators **Pauline Vaillancourt Rosenau, Frode Jacobsen, Liz Lloyd, Monika Goldmann, Marta Szebehely, Jacqueline Choiniere**, and students **Kate Laxer** and **Suzanne Day**.

“Mapping Nursing Home Inspections & Audits in 6 Countries” co-authored by co-investigators **Jacqueline Choiniere, Malcolm Doupe, Monika Goldmann, Charlene Harrington, Frode Jacobsen, Liz Lloyd, Marta Szebehely**, and student **Magali Rootham**.

“The Threats of Privatization to Security in Long-Term Residential Care” by **Pat Armstrong, Hugh Armstrong** and student **Krystal Kehoe MacLeod**.

### Calls for presentations, papers

**i. 2016 Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) Annual Meeting & Convention**

OANHSS invites proposals for their 2016 Annual Meeting & Convention, *Great Places to Live and Work*, to be held at the Sheraton Centre, Toronto, April 25-27, 2016. They are looking for session ideas on current issues and challenges in the long-term care, seniors’ housing and community service sectors. The deadline to [submit presentation proposals](#) is **October 26, 2015**.

**ii. The Review of Disability Studies Special Forum on Disability and Aging Call for Papers**

*The Review of Disability Studies: An International Journal* (RDS) seeks submissions to a special forum on disability and aging. Papers can be either academic or creative works, or reflections on international disability-specific policies, practices, pedagogies and developments. [Paper submission](#) deadline is **October 31, 2015**.

**iii. Our Future is Aging: Current Research on Knowledge, Practice and Policy**

Presented by the Nova Scotia Centre on Aging, June 16-17, 2016, Halifax, Nova Scotia, this conference will bring together researchers, academics, service providers, decision makers, artists, students, policy analysts and members of the community to share the diversity of perspectives and approaches to aging research within the Atlantic region and throughout Canada. [Abstracts](#) will be accepted until **November 13, 2015**.

See [reimagineLTC \(O3\)](#) for updates on calls for papers.

**iv. 28<sup>th</sup> Annual Ethnographic & Qualitative Research Conference (EQRC)**

The 28<sup>th</sup> Annual Ethnographic & Qualitative Research Conference (EQRC) invites proposals for lecture presentations or poster sessions in three strands: results of qualitative and ethnographic

research studies, qualitative research methods, and pedagogical issues in qualitative research. The conference will be held at the Flamingo Hotel in Las Vegas, Nevada, February 1-2, 2016. The deadline to [submit proposals](#) is **November 19, 2015**.

v. **Twelfth International Congress of Qualitative Inquiry (QI 2016)**

The 12th International Congress of Qualitative Inquiry will be held from May 18-21, 2016 at the University of Illinois at Urbana-Champaign. The theme of the congress is *Qualitative Inquiry in Neoliberal Times*. The [submission](#) deadline for papers, posters and panel presentations is **December 1, 2015**.

**2016 Qualitative Book Awards Call for Nominations**

The Qualitative book award is given annually to a single or co-authored book that best represents an important contribution to qualitative inquiry. It is presented at the International Congress of Qualitative Inquiry. [Nomination](#) deadline is **November 15, 2015** for books with a publication date between 2014 and 2016.

vi. **Canadian Society for the Sociology of Health (CSSH-SCSS)**

The Canadian Society for the Sociology of Health is holding its 2016 Fifth Biennial Bilingual Conference at the University of Ottawa, May 5 & 6, 2016. Abstracts are being accepted until **December 4, 2015**.

Access the online [submission form](#). The format for conference sessions is four 20-minute presentations with a five-minute question period.

*Tamara Daly's **Mind the (Care) Gap** session at CSSH was accepted. Abstract submissions from team members for this session are welcome! See [O3](#) for more detail.*

vii. **International Network on Feminist Approaches to Bioethics Congress**

Proposals are invited for panels and papers for presentation at the 2016 International Network on Feminist Approaches to Bioethics Congress at the Edinburgh International Conference Centre, Edinburgh, Scotland, June 13-15, 2016. The 2016 theme is *Feminist perspectives and public health: individuals, communities, and the public good*. [Submission](#) deadline is **January 12, 2016**.

viii. **The European Conference on the Social Sciences 2016**

Papers are invited for The European Conference on the Social Sciences 2016 at The Waterfront Hotel, Brighton, United Kingdom, July 7-10, 2016. The 2016 theme is *Justice*. [Submission](#) deadline is **March 15, 2016**.

ix. **SAGE Open**

*SAGE Open* is an open-access publication from SAGE publishing peer-reviewed, original research and review articles spanning the full spectrum of the social and behavioral sciences and the humanities in an interactive, open access format. By not restricting papers to a narrow discipline, *SAGE Open* facilitates the discovery of the connections between papers, whether within or between disciplines. An author publication fee of \$195 for each published article is charged after acceptance. Find details on submitting a manuscript [here](#).

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**Reminder to MCRI team members: Please check "What's New" on [reimagineLTC \(O3\)](#) for recent content additions to the site.**

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