

## RE-IMAGINING LONG-TERM RESIDENTIAL CARE

an international  
study of promising  
practices

### Healthy Ageing in Residential Places

## News

**Liz Lloyd, Marta Szebehely** and **Mia Vabø** attended the European Research Area in Ageing (ERA-AGE ) Conference and Joint Call for Research in Ageing (JCRA) Programme Meeting, November 9-10, 2015 in London, UK. Liz [presented](#) the Healthy Ageing in Residential Places (HARP) research project findings at the conference and Marta presented on the HARP project at the programme meeting.

**Tamara Daly** and **Martha MacDonald** wrote the foreward to a [report](#) by the Nova Scotia Nurses Union — “Broken Homes: Nurses speak out on the state of long-term care in Nova Scotia and chart a course for a sustainable future” — released in December 2015. They also served on the report’s advisory committee.

Project Collaborator **Nasreen Khatri** was awarded the 2016 Leading Women, Building Communities Award on April 7, 2016 at Queen’s Park, Toronto. Congratulations Nasreen!

The Seniors Adding Life to Years (SALTY) proposal to the Canadian Institutes of Health Research (CIHR) Team Grant: Late Life Issues competition was successful. CIHR contributed funding of \$1,390,731 over four years. MCRI team members **Pat Armstrong, Hugh Armstrong, Susan Braedley, Tamara Daly** and

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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



Liz Lloyd at ERA-AGE conference

**Margaret McGregor** are SALTY project co-investigators; Tamara co-leads the Work stream (York University news [article](#)).

Congratulations to co-investigator **Frode Jacobsen** whose grant proposal “Multicultural staff in Nursing Homes: Contemporary challenges, opportunities and the potential for the future” to the Research Council of Norway was awarded 21M NOK. **Pat Armstrong** is a collaborator on the project.

Concerned Friends: A Voice for Quality in Long Term Care carried an item on “Policy development and for-profit ownership” in their June 2016 issue, reporting on a paper in PLOS Medicine, April 2016, whose authors included co-investigators **Margaret McGregor, Charlene Harrington, Allyson Pollock** and **Joel Lexchin**.

Co-investigator **Joel Lexchin**’s new book “Private Profits versus Public Policy: The Pharmaceutical Industry and the Canadian State,” is published by [University of Toronto Press](#) and will be available in October.

Congratulations to co-investigator **Annmarie Adams** who was appointed Chair of the Department of Social Studies of Medicine, Faculty of Medicine, McGill University on July 1. She also becomes the inaugural Stevenson Chair in the Philosophy & History of Science, including Medicine, with the

## Seminar Series

The **2015-16** seminars focused on presentations of chapters for the methods book. *Creative Team Work: Developing Rapid, Site-Switching Ethnography* will share the lessons learned from the main research technique used in the project’s long-term care site visits—collecting data by observation and interviewing using a new, innovative, team-based method (rapid site switching ethnography). But it is about much more than the development of an ethnographic method; it is also about setting up and working in interdisciplinary, international teams as well as about sharing knowledge within and outside those teams.

The **2016-17** seminars will discuss aspects of long-term care – “Expecting the Unexpected” in the fall term to contribute to the development of the third knowledge-sharing bookette, and Privatization by Stealth in the winter term. Dates for the fall term seminars (all Fridays): **September 23, October 14, November 4, December 9**.

## Site Visits

The full site visits for the Re-imagining Long-term Residential Care and Healthy Ageing in Residential Places (HARP) projects ended in May 2015.

Two additional flash (one-day) visits in Ontario took place on Tuesday, May 10<sup>th</sup>, 2016 before the project’s annual team meeting.

The May 2016 flash visits wrapped up the project’s data collection phase, with over 500 interviews and over 360 field notes completed at 25 facilities in Canada, the US, Norway, Sweden, Germany and the UK.

**Monika Goldman** and **Beatrice Müller** returned to the German full site visit location in January 2016 to provide feedback to management and conduct additional interviews with cleaners.

## 2016 Annual Team meeting

The team's 2016 annual meeting was held from May 10 to 13, 2016 at Georgian College's Kempenfelt Conference Centre near Barrie. The meeting was organized around tensions in long-term care, in three areas: Models, Policy and Practices, and Work/Division of Labour. Team members prepared short presentations on topics in these areas for further discussion and future papers.

A presentation from videographer Ryan Oliver challenged the team to think about alternate ways to share project results with a variety of audiences.

Thanks to all team members for a productive, inspiring and collaborative 2016 team meeting.



Alternate dissemination!

## Sharing Knowledge

### Presentations

For more detail on any of the following papers, please contact the presenter.

#### Academic conferences:

30th annual conference of the Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ), Sydney, Australia, February 10-12, 2016, in the Care Work stream:

“Filling gaps with unpaid, formal, coerced work in the nonprofit sector: managing the crisis” - **Donna Baines**

“All cared out: compassion fatigue in gendered public sector care work” - **Susan Braedley**

“Links and Kinks in the Long-term Care Work Chain” - **Tamara Daly** (Pat Armstrong was a co-author)



Susan Braedley at AIRAANZ

Canadian Society for the Sociology of Health (CSSH) Fifth Biennial Bilingual Conference, Ottawa, May 5-6, 2016, Mind the (Care) Gap session:

“Skills for long-term residential care: Exploring complexities, challenges, and opportunities” - Post-doctoral fellow **Rachel Barken**, with **Pat Armstrong**

“I don't feel anything”: Long-term Residential Care Workers' Mental Health Hazards” - **Susan Braedley**

“Registered Nurses and Quality in Long-term Residential Care: Exploring the Promise and the Practice” - **Jacqueline Choiniere**

“Comparing Job Retention in Long-term Residential Care in Europe and North America” - **Tamara Daly**, co-authored with her post-doctoral fellow **Kate Laxer**

Congress 2016 of the Humanities and Social Sciences, May 28-June 3, Calgary:

“What do "potatoes", "machines" and "soldiers" have to do with long term care work? “ and “Taking the "care" out of care work: An assessment of the interconnections between working conditions and compassion fatigue and burnout” - **Susan Braedley**, with students **Anna Przednowek** and **Prince Owusu**.

“Recognizing the Gaps: Long Term Care Work and Industrial Relations Theory” - **Donna Baines** (with **Pat Armstrong**)

“Between a Rock and a Hard Place: Exploring Managers’ “Place” in an Austere Residential Long-term Care System” - **Tamara Daly**, with her post-doctoral fellow **Kate Laxer**.

Aging, Law & Society conference, New Orleans, June 2-5.:

“Exploring tensions & contradictions in market-influenced long-term care regulation” - **Jacqueline Choiniere**

“Marketization in Eldercare: Staffing and Quality in the Largest Nursing Home Chains in the US” - **Charlene Harrington**

**Liz Lloyd** presented “Understanding care as relationship: promising practices and new possibilities” at the 23rd Nordic Congress of Gerontology, Tampere, Finland, June 19-22, and “Continuity, change and care: a sense of self in a residential care home” at The British Society of Gerontology 45th Annual Conference, University of Stirling, Scotland, July 6-8.

### Upcoming:

The Financing and Ownership theme group submitted papers for a panel presentation at the International Long-term Care Policy Network conference, London, UK, September 4-7. The panel was accepted!

**Charlene Harrington, Marta Szebehely** (with **Frode Jacobsen**), **Allyson Pollock**, and PhD student **Justin Panos** are presenting papers. Congratulations to the group, and to Charlene who organized the submission.

### Other presentations:

**James Struthers** spoke on a panel at Together We Care 2016, the Ontario Long Term Care Association (OLTCA) & Ontario Retirement Communities Association (ORCA) convention & trade show, April 4-6, Toronto.

**Pat Armstrong, Hugh Armstrong, Susan Braedley** and **Ruth Lowndes** presented on “Re-imagining Long-term Residential Care: Questions for Design” to the Ministry of Health and Long-term Care (MOHLTC) Design Working Group, Long-Term Care Home Renewal Branch, Health Capital Division, on April 20 in Toronto.

At the Ontario Association of Non-Profit Homes & Services for Seniors (OANHSS) Annual Meeting & Convention, Sheraton Centre, Toronto, April 27:

“It All Comes Out in the Wash: What Laundry Reveals about Life and Labour in LTC”, **Suzanne Day** and **Pat Armstrong**

“Regulatory Tensions in Achieving Resident-Centered Care”, **Jacqueline Choiniere**

**Pat Armstrong** spoke at the UNIFOR 2016 Health Care Conference, Unifor Family Education Centre, Port Elgin, May 14, on "Caring For/Caring About: Women, Health Care and the Care Economy".

**Susan Braedley** participated in CUPE’s "Time to Care" Campaign, speaking at a [forum](#) in North Bay, June 7, on “Promising Practices in Long Term Care”.

**Pat Armstrong** presented a webinar on “Reimagining Long Term Residential Care: Ideas Worth Sharing” for the Alzheimer Society on July 13. This was a brainXchange event, and will be available on their [website](#) in the near future.

A comment on Pat’s presentation: *“I’ve just participated in your webinar on Reimagining Long-Term Residential Care. Your outline is very thought-provoking and I hope to be able to share it with people I work with”.*

## Publications

### Academic journals:

“The assisted presentations of self in nursing home life”, authors included **Anders Næss and Mia Vabø**, was published in *Social Science & Medicine*, Vol 150, February 2016, pp. 153-159.

Published in *Ageing International*, Special Issue: Aging and Nursing Homes for the Aging, March 2016, Volume 41 (1):

“A Critical Review of Research on Hospitalization from Nursing Homes; What is Missing?” by **Gudmund Agotnes, Frode Jacobsen, and Charlene Harrington**, pp 3–16.

“Comparison of Nursing Home Financial Transparency and Accountability in Four Locations” by **Charlene Harrington, Hugh Armstrong, Frode Jacobsen, Martha MacDonald, Justin Panos, Allyson Pollock**, et al, pp 17–39.

“Mapping Nursing Home Inspections & Audits in Six Countries” by **Charlene Harrington, Jacqueline Choiniere, Malcolm Doupe, Monika Goldmann, Frode Jacobsen, Liz Lloyd, Magali Rootham, and Marta Szebehely**, pp 40–61.

“Comparing Nursing Home Assistive Personnel in Five Countries” by **Pauline Vaillancourt Rosenau, Monika Goldmann, Frode Jacobsen, Liz Lloyd, Jacqueline Choiniere, Kate Laxer and Suzanne Day**, pp 62–78.

“Continuity and Change in Norwegian Nursing Homes, in the Context of Norwegian Welfare State Ambitions” by **Frode Jacobsen**, pp 79-88.

“The Threats of Privatization to Security in Long-Term Residential Care” by **Pat Armstrong, Hugh Armstrong, and Krystal Kehoe MacLeod**, pp 99–116.

**Charlene Harrington** and **Margaret McGregor** were among the authors of “The Need for Higher Minimum Staffing Standards in U.S. Nursing Homes”, published in *Health Services Insights* 2016:9, pp 13–19.

“Observational Evidence of For-Profit Delivery and Inferior Nursing Home Care: When Is There Enough Evidence for Policy Change?”, by **Margaret McGregor, Charlene Harrington, Allyson Pollock, Joel Lexchin**, and Lisa Ronald was published in *PLOS Med* 13 (4), and is [open access](#).

### Published online (forthcoming in print):

“Liminal and invisible long-term care labour: Precarity in the face of austerity”, by **Tamara Daly and Pat Armstrong** will appear in the *Journal of Industrial Relations* special issue on care work, Vol 58 (4), in September.

“Facilitating change from a distance – a story of success? A discussion on leaders' styles in facilitating change in four nursing homes in Norway”, by **Frode Jacobsen, Tone Elin Mekki, Oddvar Førland and Christine Øye**, will appear in the *Journal of Nursing Management*.

**Anneli Stranz** and **Renita Sörensdotter** authored “Interpretations of person-centered dementia care: Same rhetoric, different practices? A comparative study of nursing homes in England and Sweden”. Their paper will appear in the *Journal of Aging Studies*, Vol 38, in August.

### Upcoming:

Co-investigator **Megan Davies** and post-doctoral fellow **Rachel Barken** are co-editing a special issue of the *Journal of Canadian Studies* on “Re-imagining the House of Old: Promising Practices in Canada’s Long-term Residential Care Sector” to be published in Spring 2017 and featuring papers from team members.

**Pat Armstrong** is coordinating paper submissions from team members for a special issue of *Aging International* on Broadening the Perspective on Long-Term Residential Care.

**Other publications:**



**Pat Armstrong, Hugh Armstrong and Jacqueline Choiniere** wrote “Before it's too late: A National Plan for Safe Seniors' Care”, a [report](#) prepared for The Canadian Federation of Nurses Unions to advocate for a plan with a new standard that takes an integrated approach to seniors' care, considering the whole person, their diverse background and history, with the objective of improving the overall quality of seniors' lives.

**Other**

The *Promising Practices in Long Term Care: Ideas Worth Sharing* bookette edited by **Donna Baines** and **Pat Armstrong** was released in late 2015 and is available for [download](#) at no charge, or can be purchased as an e-book for a nominal fee.

Successful public events to launch the book were held in 2016 in Toronto on January 7, Vancouver on February 22, Halifax on April 11, and Ottawa on April 25. A public event is planned for Winnipeg in October.

Thanks to the book's publisher — Canadian Centre for Policy Alternatives (especially Shannon Daub in Vancouver and Christine Saulnier in Halifax), to project co-investigators [Megan Davies](#), **Margaret McGregor**, **Martha MacDonald** and **Susan Braedley** for their help in organizing these events in Vancouver, Halifax and Ottawa, and to the unions, community stakeholders and others who donated their time to speak.

Megan commented on the Vancouver event: “... was a tremendous success. There was full attendance at 200 - seniors, people who work in residential care, advocates, policy folks. Lots of questions, comments and interest in and appreciation for the Re-imagining project. ....an impressive talk by the provincial senior's advocate”

**From the Launch Events**



Donna Baines, Jacqueline Choiniere, Ruth Lowndes, Tamara Daly — **Toronto** event



Margaret McGregor, Megan Davies — **Vancouver** event (Photo courtesy HEU)



**Vancouver** audience enjoying the talks and lunch (Photo courtesy HEU)

## From the Launch Events cont'd

Ottawa speakers included Pat Armstrong, Susan Braedley, representatives from CUPE, a Re-imagining project partner, and Peter Walker from Bruyere Research, a Healthy Aging in Residential Places (HARP) project partner.



The release of *Promising Practices in Long Term Care: Ideas Worth Sharing* and the launch events generated much interest!

### Highlights:

- **Pat Armstrong** was interviewed by Toronto Star reporter Carol Goar. The resulting [article](#) was published on January 15, 2016.
- The project was contacted by a palliative care physician in Whitehorse, Yukon. This resulted in team members **James Struthers, Jacqueline Choiniere, Tamara Daly, Hugh Armstrong, Susan Braedley** and **Ruth Lowndes** presenting a webinar on April 16, 2016 with **Pat Armstrong** on design and long-term residential care to a group from government, Yukon College, older adult groups and interested public members. The webinar was organized by the Yukon Community Network for Older Adults. The group developed a video that is available for viewing [here](#). CBC Yukon interviewed **Pat Armstrong** (in English) and **Pauline Vaillancourt Rosenau** (in French) about the project following the webinar.
- The Ontario Public Service Employees Union (OPSEU) online blog "[diablogue](#)" posted an article about the book on February 1, 2016 — "*Care as a relationship*" is key to good long-term care: research.

*"Many thanks... for the informative and inspiring ideas that you all presented at our Saturday webinar! .... We truly appreciated your team's ability to bring the research down to practical and easily understood ideas"*

## Calls for presentations, papers

### **The 3rd Conference of the European Network in Aging Studies (ENAS), 1st Joint ENAS and NANAS Conference, and 9th International Symposium on Cultural Gerontology**

Contributions are invited for AgingGraz2017, "Cultural Narratives, Processes and Strategies in Representations of Age and Aging", University of Graz, Austria, April 27-30, 2017. Access the call for papers [here](#). Submission deadline is **September 10, 2016**.

### **Global Carework Summit**

The [Carework Network](#), an international organization of scholars and advocates who focus on caring

work, is organizing a three-day conference to bring together carework researchers from across disciplines and across the globe at the University of Massachusetts Lowell, June 1-3, 2017. [Proposals are invited](#) for papers, panels and workshops. Submission deadline is **December 1, 2016**.

Papers may be considered for inclusion in a special issue of *New Solutions: A Journal of Environmental and Occupational Health Policy* dedicated to understanding the work environment and occupational health in relation to paid carework. Proposals are due by **November 1, 2016** for authors who are interested in this option.

### International Journal of Care and Caring

In February 2016, the Centre for International Research on Care, Labour & Equalities (CIRCLE) announced that it was to house the Policy Press' new journal, the *International Journal of Care and Caring*. Publication begins in the first quarter of 2017. Content will include peer-reviewed scholarly articles, a 'Debates and Issues' section and a regular Reviews section. To submit an article to the new journal, contact Professor [Sue Yeandle](#), the new Journal's founding Editor-in-Chief, for more information.

### SAGE Open

*SAGE Open* is a peer-reviewed, "Gold" open access journal from SAGE that publishes original research and review articles spanning the full spectrum of the social and behavioral sciences and the humanities in an interactive, open access format. An author publication fee of \$395 for each published article is charged after acceptance. Details on submitting a manuscript [here](#).

## Resources

### Featured:

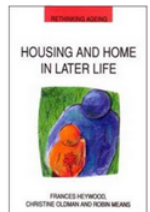
**Housing and Home in Later Life**, by Frances Heywood, Christine Oldman and Robin Mean, makes the case for a social model of later life to replace the medical model that currently dominates housing policies and provision.

**24/7 Registered Nurse Staffing Coverage in Saskatchewan Nursing Homes and Acute Hospital Use**, by Margaret McGregor et al., discusses how the absence of 24/7 RN coverage negatively influences acute service utilization.

**Broken Homes – Nurses speak out on the state of long-term care in Nova Scotia and chart a course for a sustainable future**, by Paul Curry, gives an overview of the current long-term care system in Nova Scotia and supplies evidence-based recommendations to address the problems facing residents, nurses and other care workers.



In **The Big Move-Life Between the Turning Points**, Margaret Morganroth Gullette writes about questioning notions of care and community, stigmas of aging, and the psychological factors involved in accepting assistance, providing a framework for thinking about aging, continued care, and our last big move.



### Other recent additions to the [bibliography](#) include:

- The Care Collapse: The imminent crisis in residential care and its impact on the NHS
- Caregiving for Older Adults with Disabilities Present Costs, Future Challenges
- The Assisted Presentations of Self in Nursing Home Life
- From Carers to Trainers: Professional Identity and Body Work in Rehabilitative Eldercare



- Putting the Spotlight on Invisible Family Caregivers
- Integrating Long-Term Care into a Community-Based Continuum: Shifting from “Beds” to “Places”
- Association of received social support with depressive symptoms among older males and females in Singapore: Is personal mastery an inconsistent mediator?
- Using Private Social Care Services in Finland: Free or Forced Choices for Older People? (This article is part of a special issue titled 'Facing the Challenges in the Development of Long-Term Care for Older People in Europe in the Context of an Economic Crisis' in the [Journal of Social Service Research](#))
- Coercive Care: Control and Coercion in the Restructured Care Workplace
- The reality of Caring: Distress among the caregivers of home care patients (Health Quality Ontario [report](#))
- Recommodification, Unemployment, and Health Inequalities: Trends in England and Sweden 1991-2011
- The Need for Higher Minimum Staffing Standards in U.S. Nursing Homes
- Observational Evidence of For-Profit Delivery and Inferior Nursing Home Care: When Is There Enough Evidence for Policy Change? (An open access paper available [here](#))
- Workplace Violence against Health Care Workers in the United States
- The Nursing Home That’s Also a Dorm
- Pivotal Nursing Home Suit Raises a Simple Question: Who Signed the Contract? (New York Times [article](#))
- Ontario’s long-term care problem: Seniors staying at home longer isn’t a cure for waiting lists (National Post [article](#))
- The Cost of Waiting for Care: Delivering Equitable Long-term Care for Toronto’s Diverse Population (Wellesley Institute [article](#))
- Nursing Home Characteristics Associated with Resident Transfers to Emergency Departments
- Development and Validation of A Scheduled Shifts Staffing (ASSiST) Measure of Unit-Level Staffing in Nursing Homes
- Person-centeredness – the ‘state’ of the art.
- Facilitating change from a distance—a story of success? A discussion on leaders’ styles in facilitating change in four nursing homes in Norway
- Modeling and evaluating evidence-based continuing education program in nursing home dementia care (MEDCED)—training of care home staff to reduce use of restraint in care home residents with dementia. A cluster randomized controlled trial
- Evidence Molded by Contact with Staff Culture and Patient Milieu: an Analysis of the Social Process of Knowledge Utilization in Nursing Homes
- Staffing in Ontario’s Long-Term Care Homes: Differences by Profit Status and Chain Ownership
- Resident to Resident Aggression in BC Care Homes—a [report](#) from the Office of the Seniors Advocate British Columbia
- Interpretations of person-centered dementia care: Same rhetoric, different practices? A comparative study of nursing homes in England and Sweden

*Watch for our next newsletter (#13) in late fall 2016*