

Person-Centred Care in action



Michelle brings her mom a litter of puppies to enjoy in bed



The Comfort Cart is another way to connect with patients

Living Fully to the End of Life

Pets and pet therapy are not uncommon in our care homes, but when a litter of puppies arrived at Norwood's Palliative Hospice last month, care manager Candace Kercher faced a dilemma: how to maintain privacy for the patient and family with everyone wanting to get a glimpse of the adorable pups?

"The unit was a buzz," recalls Candace. "There's nothing like babies - human or animal - to bring joy and comfort to people."

The patient's daughter, Michelle, is a breeder of Havanese puppies. She wanted her mom Elsie to be able to experience one more litter of puppies.

Thinking about person-centred care as Know Me, Respect Me and Help Me Live Fully, Candace didn't hesitate to welcome the pups onto the unit.

"Elsie was just so happy," recalls Candace. The extra visits from staff turned out to be a very special time for everyone. "It was a chance to

connect with the patient that didn't involve pain assessments, personal care, or other interventions," says Candace. "It was about the patient and the family in the room and creating these moments they can hold onto forever."

Elsie passed away two weeks after the visit with the puppies. Michelle was happy to be able to share the photos of this special moment with family. In her note to the unit, Michelle thanked staff for ..."Innumerable small touches, such as the simple compassion of Mom's caregivers, the welcome of puppies that brought such a smile to Mom, the coffee and water brought for our family as we gathered to say good bye; all were especially appreciated."

For more information contact:

Candace Kercher,
Care Manager,
CapitalCare Norwood
info@capitalcare.net