# USING NARRATIVES IN THE CARE HOME: THE VALUE FOR RESIDENTS AND CARE STAFF

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# INTRODUCTION

- Shift from biomedical to person-centred care approach.
- Implementation is difficult due to gap theory and practice.
- Important to develop relational skills, moral skills, and a personcentred ethics of care.
- Narratives provide valuable insights for learning about person-centred care.
- Narratives help care staff navigate complex situations and shape their moral beliefs and identity.

# RESEARCH QUESTION

What brings working with narratives to care staff and residents, and how does this influence care staff's approaches to providing person-centred care?

# AIM

Provide insight in care staff perspectives on using their own narratives for learning about person-centred care.

# Experiencing

Being aware of what you are experiencing

# Sharing

Sharing experiences with others

Trying out the lessons learned

Acting

# Reflecting

What do we discover and what do we learn from it?

# PROJECT

Data collection within a larger project:

- Developing the method 'Experience Matters' (2020-2022).
- Based on action research with care staff, residents, and their significant others.
- A method wherein narratives are part of everyday practice.
- Continuously share narratives in an app.

# METHODOLOGY

Participants: Care staff (n=15) from two psychogeriatric wards.

Data collection: Semistructured interviews and two rounds of group interviews.

Analysis: Inductive thematic analysis.



# RESULTS

Working with experiences enabled care staff to provide better person-centred care to residents. We distinguish four themes that contributed to this:



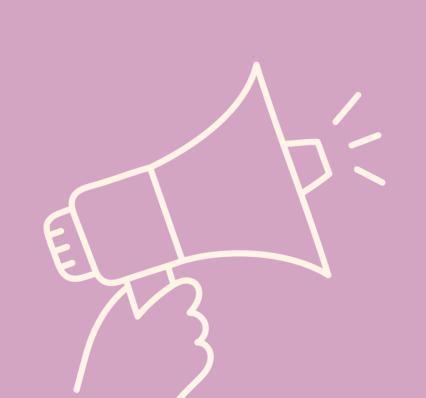
#### Awareness

- Beyond the care routine.
- Identifying significant moments.
- Enhancing a reflective attitude.

# Context

- Richer contextual information.
- Inspiring examples.
- Sharing new and different situations.





# Voice for care staff

- Care staff's opinions often unheard.
- Sharing feelings and beliefs.
- Empowerment and appreciation.

# In-depth team reflections

- Openness.
- Creating a safe and equal space for discussion.
- Recognition and mutual understanding.



# DISCUSSION

Focusing on narratives in the care home positively impacts both care staff and residents in several ways:

- Enhances moral learning by care staff.
- Increases person-centred care for residents.
- Connects with intrinsic motivation and everyday practice of care staff.
- Using care staffs' narratives is important for moral development: empirical addition to the theory of Narrative Ethics (Frank, 2016) and Care Ethics (Tronto, 1993).



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# REFERENCES

Frank, A. W. (2016). Truth telling, companionship, and witness: an agenda for narrative ethics. Hastings Center Report, 46(3), 17-21. Tronto, J. C. (1993). Moral Boundaries: A Political Argument for an Ethics of Care. Hove: Psychology Press.



