

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 person-centred 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

Acting

Trying out the lessons learned

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: Semi-structured 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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