



ANHF NEWSLETTER

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Lifeful Project

Maisy Lai GM, Residential Care

Why is there a Lifeful Project in our nursing homes? What does 'Lifeful' mean?

In the last few years, the aged care industry has rapidly changed under Australian government initiatives. These initiatives include a package of reforms and the new Aged Care Quality Standards which focus on consumer-centred choices, control and engagement. Although we have incorporated some aspects of these concepts into our approaches to care such as activities and meals, we are still focused on a comprehensive approach that covers all aspects of care and lifestyles. In response to the above, we need to re-design our service practice and training programs to adapt to the landscape of the new initiatives.

One of these initiatives is the Lifeful Project. It is a cultural program which focuses on a relationship reablement in care provision. The idea is to appoint a dedicated carer who gets to know the care recipient and focus on their wellbeing and quality of life, set and achieve goals with them and their family, and advocate on their behalf during team discussions and care plan reviews. We believe this process will enable trust and meaningful relationships to be built and all our consumers will feel respected, reabled and reconnected. As a result, we will be achieving our goal of moving closer to consumer-centred care.

How was this idea generated?

The idea of the "Lifeful project" was first introduced to us by Professor Lee Fay from the University of Sydney in 2016. It was originally a project she created to assist dementia patients. Since its introduction, we started looking into our traditional care cultures and our need to better serve our future customers with the new quality standards. As a result, we became aware that our protective, custodial, task-oriented care could be disempowering for our residents, and we needed a change that would improve the outcomes of our future customers and ensure the sustainability of our business. We decided that the Lifeful project could become part of this change. In late 2017, we collaborated with Professor Lee Fay to establish a Lifeful Committee and implement the Lifeful Project to Lucy Chieng Aged Care Centre. We are now proud to launch this project in March 2019.



The Lifeful Project team

1. How do we conduct the Lifeful Project in our nursing homes? What are the benefits for residents?

- ◆ Staff retraining program that enables and empowers Focus Carer to build strong relationships, understand resident's motivations, needs and personality in order to provide a more personalised level of care.
- ◆ A 'Focus Carer' is assigned to each resident in order to identify their life stories, gain knowledge of what is important for the residents as individuals with unique lives and experiences. The role of the Focus Carer is to develop a rapport with individual residents and their families, focus on wellbeing and quality of life, work to set and achieve goals, and to advocate for the residents with other staff during team discussions and during care plan reviews.
- ◆ 'Best week' is for a resident to be the Star of the Week. During the week, the home focuses and helps make wishes come true for the resident by introducing tailored-made and meaningful activities into the life of the resident and bring it to life and celebrate achievements
- ◆ Introducing a Person Centred Software (PCS) for use by staff. It is designed for staff to record care evidence quickly and easily. With less paperwork to complete, staff will have more time to deliver better quality care to residents.

Benefits to residents:

We believe this process will enable trust and meaningful relationships to be built between the dedicated carer and the resident. Through genuine connections, our residents will be able to make

informed choices about their care and services and choose to live their lives according to their preferences as practical as possible.

2. How can we help residents, their family members and staff understand this project and win their support?

With the Lifeful Project officially commencing at LCACC soon, the project will continuously promote and educate residents and their families with the following activities:

- ◆ We have created educational brochures and posters for display in LCACC to promote the project and its benefits.
- ◆ We have emailed the brochures and the posters to residents, their families and staff.
- ◆ We have set up a Lifeful Information Desk with brochures and information sheets for residents, families and visitors.
- ◆ We have organised an Information Session Day and invited residents, families and staff to attend.
- ◆ We are promoting the project by inviting residents, families and staff in the Chinese Naming Competition.
- Updating residents, families and staff in resident and staff meetings
- ◆ Engage and consult residents, families and staff in our Lifeful Meeting.



Having been launched for quite some time in our nursing homes, 'Window to My Heart' is one of the components of the Lifeful Project. Please tell us briefly what it is about and how it started.

One time last year Ada Cheng (CEO) and I were brainstorming about doing a meaningful project for the residents and we decided to create an album of our resident's life and his/her story, and we decided on the name of 'Window to My Heart'. We feel that by doing this we will get to know more about our residents and thus will be able to tailor our care and programs to their needs. Our major roadblock at the time was the lack of manpower and resources. As if by miracle, soon after we were approached by the Australian Catholic University at that time wondering whether we could accept their social work students for placement. We eagerly accepted and their 2 students were the first to assist us in commencing our 'Window to My Heart' project. The students and I were able to sit down and discuss the template and cover page for this project, however they were not able to complete the albums due to time constraint.

Later on, towards the end of the year, we were approached by Sydney University social work Head of Department, and from then on able to establish a more permanent arrangement with a continuous supported student placement. Thus, more of the meaningful albums were completed from our 3 homes since.

How did residents and their family members benefit from this project?

Initially a lot of residents and their families were reluctant to participate as they feel that they do not know these 'strangers' and were not comfortable opening their hearts to them. However, seeing these students were here every day for a few months, they got to know them and were able to spend a lot of private time with them chatting about their daily lives.

Eventually they developed some relationship and trust with each other, leading to our residents opening the windows to their hearts, telling them their life stories. This is a beautiful bonding, which is beneficial for all parties involved. The residents feel supported and less lonely having the students to talk to them, and by sharing their life stories they find joy in reminiscing about their past as well as expressing their wish and goals for their present journey. The families were happy to contribute information of their loved ones, and most of all so grateful to the students for being able to spend time to listen to their loved ones' stories and creating beautiful albums for them to keep, and to share with their families. Some families mentioned how they were not even aware of some of the facts and stories told to the students by their loved ones, and this brought tears to their eyes.



Are there any touching / fond memories/ episodes in the 'Window to My Heart' project?

One resident talked about how in her younger days her parents passed away during the war and she being the eldest had to bring up her younger siblings even though she was just in her teens. There was a lot of fear and hardship during the war, and often they heard the shattering sounds of gun shots and bombs near them and she had to gather her siblings to hide. Also they were very poor and potatoes were the only food they had! She then had to study and train as a nurse in the day time, then worked and looked after her siblings, life was very hard for her and this story brought tears to her children.

There were many other meaningful life stories that have been told and compiled, which provide fond memories and comfort to the residents and their families as a result of this project. For this we are extremely grateful to the social work students and Sydney University for this important partnership.

ANHF Essay Contest Winning Entry – The Wait

The ANHF Essay Contest has come to a close. Awards were presented to winners by chief adjudicator Mr Stanley Koo and ANHF Chairman, Ms Ellen Louie during the ANHF Christmas Party held on 1 December. You can find the winning entry – The Wait – in this issue. Ms Rosemary Mitchell, in a concise but captivating style, honestly paints a simple but moving picture of how a care worker gently weaves her tender loving care into the life of an elderly lady who lives alone – chatting, shopping with her and gradually becomes a friend who is close to her heart, someone who brings sunshine and hope to the daily routine.

Winning Entry – The Wait Rosemary Mitchell

It's Thursday again. I sit close to the table, waiting quietly for Sharon.

I'm in my 70's. Live alone with just a few friends. Sharon Kong, the care worker from ANHF, comes every Thursday to help. This has become an indispensable part of my life.

As I wait for her, her voice, her face and her smiles come up vividly in my mind --- her short, black hair, the yellow ANHF uniform. Her presence brings happiness and amiability, as always.

When I am experiencing difficulties, Sharon is like a family member to me. Her genuine care and concern assures me that I am not alone in this world.

When I feel desolate, Sharon chases the loneliness away with friendly and loving chats. My little dwelling place will then be filled with warmth and sunshine.

She chats with me, accompanies me to shopping, prepares me delicious meals, keeps my home clean and tidy, listens to the music with me...

I open the fridge door. There are still the vegies, fish and meat that Sharon has bought together with me. There is one left over vegie bun that Sharon especially made for me. I once mentioned to her that I loved vegie buns, then she meticulously made me two steamers of them. Her superb cooking skills are comparable to those of a professional chef.

I open the wardrobe door, again the meticulously ironed clothes on the clothe-hangers form a neat array. I then open the drawer for underwear, each and every one of them has been tidily folded and placed in summer and winter sections accordingly for an easy pick. There appears in my mind how Sharon arranges all these with the utmost patience.

I close the wardrobe door, push back the drawer. Neither is there any trace of untidiness in the home of a lonely elderly person, nor is there any melancholy in my heart as I know Sharon will soon come again. I wait quietly, waiting for another episode of happiness.

My tape recorder is now playing Chinese classical music in the 50's. Melodies of the golden oldie 'Waiting for Your Return' twirl gently in the room. Listening to the music, my thoughts ripple. Both Sharon and I come from China and now we are both in Sydney. A Chinese saying goes like this: 'Fate has brought us together.' Is it fate that draws Sharon and I together today? Shouldn't this encounter be treasured?!

I am waiting... very soon Sharon from ANHF will arrive.

Winners in the essay contest:

- | | |
|-----------------|-------------------|
| 1 st | Rosemary Mitchell |
| 2 nd | Jane Li |
| 3 rd | Alice Chan |

All winning entries will be uploaded to ANHF WeChat. Enjoy your reading.



Chief adjudicator Mr Stanley Koo and ANHF Chairman Ms Ellen Louie presented the first prize to Ms Rosemary Mitchell (centre).



Third prize winner, Ms Alice Chan (right).

職員聖誕聯歡會 2018



澳華療養院基金於12月1日於富麗宮酒樓舉行聖誕聯歡會。同事們輪流上台表演精彩節目，除選出最佳表演組合外，更有最佳衣著獎。跳舞老師阿Bee帶動全場勁歌熱舞，氣氛熱爆！想知道那晚同事玩得多開心，看看相片便知道了！

Staff Christmas Party 2018

The ANHF Christmas party was held at Marigold on 1st December. The festive evening shone with performances by staff, awards for best team performance and best costume. Spirits soared as Bee, the dance teacher, led everyone to dance to the music for fun. Want to know more? Here are the photos!



ACTIVITY ALBUM 活動相簿



Visit by volunteers from Lexis Group. Volunteers from this company visit local groups and participate in their programs.

和自Lexis Group 義工和長者一起活動
(沛德活動中心 SHSWC)



Performances by Southern Star Talent Group set up by parents to provide opportunities for their children to be engaged with the community.

家長帶同小朋友為長者表演 (沛德活動中心 SHSWC)



Enjoying a yummy meal in my best suit.

長者換上西裝去吃大餐

(錢梁秀容療養院 LCACC)



All dressed up for the Melbourne Cup.

齊齊扮靚慶祝墨爾本杯

(陳秉達療養院 BCNH)



How could this simple coordination game beat us?

手眼協調運動，難不到兩位俊男！

(好思維活動中心 HSWC)

ACTIVITY ALBUM 活動相簿



What joy it is to yum cha with friends and buddies!
和老友記一起出外茶聚，別有樂趣！
(周藻泮療養院 CCPNH)



Elderly clients enjoyed yum cha organised by Home Care Services.
家居服務和長者一起出外飲茶
(家居服務 HCS)



Gorgeous vegetarian food.
吃齋也吃得很豐盛
(錢梁秀容療養院 LCACC)



Enjoying a day out with carers & clients 沛德活動中心和好思維活動中心長者一起出外旅遊
(沛德活動中心SHSWC)



Regular picnics give us high spirits that maintain our wellbeing. 定期出外遊旅，讓居家長者保持身心康泰
(家居服務 HCS)



Outdoor activities bring smiles to the elderly residents. 能出外活動，長者立即展歡顏！(陳秉達療養院 BCNH)

ACTIVITY ALBUM 活動相簿



Dumbbells for the muscle guys!
齊齊舉啞鈴，留住肌肉
(好思維活動中心 HSWC)



Games are never boring! 看我們的長者
玩得多投入! (蘇懷活動中心 SWSWC)



Gentle exercise helps the elderly to build a
fitter and healthier body. 長者一起去做健體運
動，身體愈來愈健康 (蘇懷活動中心 SWSWC)



I've won...AGAIN!
哈！我又贏了！
(錢梁秀容療養院 LCACC)



Fishing game – popular as ever! 甚麼時候都
受歡迎的釣魚活動! (蘇懷活動中心 SWSWC)

Section 1: Personal Details

Please support ANHF to deliver quality and culturally competent aged care to our community.
請支持澳華療養院基金為社區提供高質素及合符文化的高齡護理服務。

Title 稱謂

Mr 先生

Mrs 太太

Ms 女士

Miss 小姐

Family Name 姓氏

First Name 名

Second Name

Home Address 住址

State/ Territory 州

Postcode 郵政區號

Phone Number 電話號碼

Section 2: Donation Details

Donation of \$2 and over is tax deductible.

凡捐款2元或以上可扣稅

I would like to make a donation of \$ _____.

Payment Type

☐ Electronic Funds Transfer

☐ Please debit this card

TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)

☐ Master Card

☐ Visa

☐ Other:

Name on Card

Card No.

Expiry Date

Signature

BEQUEST - Leave a Gift in your Will

By leaving a **Gift** to the ANHF in your **Will**, you are creating a **lasting legacy** that will help us continue to create a **thriving** and **vibrant** environment that will enable our elders to age with **dignity** and **grace**.

If you wish to leave a **Gift** in your **Will**, you should seek appropriate legal advice. For more information, you may wish to request further information by ticking the box below or refer to our **Bequest Fact Sheet** on our website.

☐ Please send me details on making a gift to the Foundation in my will. 我希望在遺囑中對基金作出饋贈，請將詳情寄給我。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134.

YOU CAN ALSO DONATE SECURELY VIA OUR WEBSITE: [HTTP://ANH.F.ORG.AU/CONTACT-US/DONATIONS](http://anhf.org.au/contact-us/donations)

Thank you for your support. Below are the donations received from October to December 2018

謝謝各位的支持。下為2018年10月至12月期間之捐助人士芳名。

100以下 Below <100	\$100—\$499	\$ 500—\$ 999	\$1000-\$4999	\$5000以上 \$5000 and above
Ms Margaret WONG	Ms Wendy Bik Wah WONG	Mr Micky WU	Banna Foundation	
Mr Quan Lei ZHOU		Dr Anselm KUOK	Dr Michael S.H YUEN	
		Ms Eva NG		
		Alan & Mona LIANG		

**張秀文 Sau Man Sally CHEUNG****服務質素提升主任 Continuous Quality Improvement Officer**

張秀文女士具超過十年療養院工作經驗，修畢護理學士學位，為註冊護士，於臨床護理、服務質素審核、數據分析及「高齡護理撥款評審標準」經驗甚豐。張女士曾協助管理階層開設新療養院，於創院期間，務求達致審核要求，並出任「職業健康及安全委員會」主席。張女士富工作熱忱，力求進步，加入基金服務團隊，致力服務社群。

Sally has worked in an aged care facility for more than 10 years. A registered nurse with a Bachelor of Nursing, she has been involved in clinical care, quality audits, data analysis and ACFI. She also has had experience in assisting a management team to commission a new home, meet accreditations and chair WHS committee. Her passion drives her to seek further developments in aged care, leading her to ANHF to continue serving the community.

Staff Movement 員工變動

李美寶 Mabel Li**護士培訓主任 Senior Nurse Educator**

自十月一日起，李美寶女士轉任護士培訓主任（合約僱員）新職，主要工作為設計、發展、推行及評估自十月初開展之「註冊護士職業發展計劃」。李女士在過去四年任職「服務質素提升總主任」時，以其專業知識監察服務質素、檢討政策及程序、支援院舍評估過程及餐飲安全審核。李女士於履新後將以專業才能培訓及督導註冊護士，協助員工之職業發展。

From 1st October, Mabel Li took up a new role as Senior Nurse Educator (contract basis). Her key tasks are to design, develop, implement and evaluate the RN Career Development Program which rolled out in early October. She will be working two days a week and will be based at Bernard Chan Nursing Home. In the past 4 years as CQI coordinator, Mabel has demonstrated her expertise in conducting quality assurance, reviewing policies and procedures and giving support in accreditation and food safety audit. In her new role, she will harness her valuable knowledge and skills to teach and mentor registered nurses to grow and develop their career path.



澳華療養院基金舉辦的徵文比賽已圓滿結束，並於12月1日在聖誕聯歡會由主席評委古城先生及澳華療養院基金主席雷文潔女士親手頒發禮物卡給予各得獎者。今期會訊附錄得獎作品《等待》。作者是七十歲長者羅世敏。這篇文章行文流暢，文字樸實，言簡意賅地道出家居服務員怎樣走進這位獨居長者的日常生活裡，協助她整理家居，陪伴她聊天購物，成為她的心靈密友，以及她每天生活的陽光與期盼。

得獎作品《等待》 作者：羅世敏

又到星期四了，我坐在桌子旁，靜靜地等待着，等待孔姑娘的到來。

我今年七十有餘，一個人獨自生活，很少朋友。澳華療養院基金的孔姑娘每個星期四會來幫助我。這已經成了我生活中不可缺少的一部分。

我等待着孔姑娘的到來，她的音容笑貌在腦中躍然展現，她一頭短短的黑髮，身穿澳華療養院基金的鵝黃色工作服，她的出現總為我帶來歡笑和溫暖。

當我遇到困難時，孔姑娘就像我的家人。她無微不至的關懷，使我覺得在這世界上我並不孤單。

當我感到冷清時，孔姑娘溫馨的笑言，朋友般的言談使我的小屋充滿溫暖和陽光。

她陪我聊天，陪我購物，幫我做可口的飯菜，為我清潔家居；她和我一起聽音樂……

我打開冰箱，冰箱裡還存有孔姑娘帶我去買來的蔬菜和魚肉。我看到吃剩的一個菜包子，這是孔姑娘特意為我做的。我向她提起我喜歡吃蔬菜包，她就精心為我做了兩籠蔬菜包。她的廚藝絕對是一流的，堪與專業廚師媲美。

我拉開衣櫃的門，一件件的衣服都燙得勻勻貼貼，整整齊齊的掛在衣架上。又拉開放內衣褲的抽屜，裡面的衣服都疊的整整齊齊，夏天的，冬天的，一目了然。我腦中呈現孔姑娘不辭辛苦地幫我整理的印象。

我關上衣櫃，拉回抽屜。我的家沒有一點孤獨老人的凌亂，心裡也沒有一絲孤獨老人的傷感，因為我知道孔姑娘快要來了。我靜靜地等待，等待又一個歡樂的時光。

我的錄音機在播放五十年代的中國經典音樂，一首老歌「等著你回來」的旋律響起，聽着音樂，不禁遐想連篇。我和孔姑娘，同是來自中國，同是居住在悉尼，俗話說：「百年修得同船渡」，我和孔姑娘，今日相逢，是不是一種緣分？！是不是值得好好珍惜？！

我等待着，澳華療養院基金的孔姑娘即將來了。

徵文比賽得獎名單：

- 第一名 羅世敏
- 第二名 利健雯
- 第三名 陳翠瓊

所有參賽作品將會上載於澳華療養院基金微信，歡迎閱覽。



評委主席古城及澳華療養院基金主席雷文潔頒獎給第一名得主羅世敏



第二名得獎者利健雯

打開心窗



黎宇菲 物理治療師及院舍生活主任

「打開心窗」是 **Lifeful Project** 的其中一部分，並已在我們的療養院裡推行了一段時間，可否簡單介紹一下這個活動是怎樣的？當初為甚麼有這個構思？

去年某天行政總裁鄭賜霞女士和我一起絞盡腦汁，希望為院舍住客構思一個有意義的計劃，想為長者做一本個人相簿來記錄他們的人生經歷和故事，最後連名稱也想好了，就是「**Lifeful Project**」。這個計劃除讓我們更認識住客外，也幫助我們按各人不同需要提供更適切的服務。當時最大關卡是人手和資源不足。就好像奇跡一樣，剛好澳洲天主教大學向我們查詢是否可以安排兩位學生到來實習。我們欣然接受這個要求，兩位實習學生也順理成章地成為「打開心窗」的首兩名工作人員。我和她們一起商議封面設計和格式，可惜實習期限很快已到，她們無法完成個人相簿最後階段的工作。接近年終時，悉尼大學社會科學院的主任聯絡我們，雙方協議建立長遠的學生實習支援計劃。因此，後來三間院舍才可先後完成越來越多的個人相簿。

用實習學生為長者完成人生相簿，對長者及家人有何裨益？

起初許多住客和家人都不太願意參與這項計劃，對不認識的學生感覺很陌生，要向她們打開心扉也感到不自在。可是在跟著的幾個月裏每天都看到她們，認識她們多些，有更多時間和她們相處，聊聊生活瑣事，最後建立互相信任的關係，住客們開始樂意打開心窗，傾訴自己的生命故事。這是一份美好的契合，大家都得益不少。有機會和學生交流減低住客的孤單感，也讓他們感到備受關懷。在細說當年事，也重溫當年那份喜悅，不經意地表達自己對目前生活的希望和目標。家人們也樂於提供其他資料，也感謝學生花時間聆聽摯愛親人的故事，將其化為文字記錄在這些親厚的相簿內。有些家人更說原來長者對學生提及的事情，有些是他們從來沒聽過的，當時聽了，也不禁潸然淚下。

在推行這個「打開心窗」活動中，有甚麼特別難忘及感動的體驗？

其中一位住客談到年輕時在戰爭中父母雙亡，身為長女的她即使年少，也要照顧弟妹。戰亂中經歷不少痛苦艱難，在震耳欲聾的炮彈聲和槍聲中，她只有集齊弟妹們，帶他們到藏身之處。生活窮困，蕃薯是唯一的食物！其後她日間念護士課程，餘下的時間一面工作，一面照顧弟妹，生活實在苦不堪言，她的子女聽了也淚如雨下。

這個計劃中還有很多從口中說出來再匯集成冊的生命故事。動人心弦的故事為住客和家人們帶來昔日情懷和美好回憶。衷心感謝社會科學院的同學們和悉尼大學的參與，與我們並肩完成這個滿有意義的夥伴計劃。



Lifeful Project 隊員合照

1. 怎樣在療養院推行 Lifeful Project? 這個計劃對長者有甚麼好處?

員工再培訓提升「專責護理員工」的能力和技巧，幫助他們與服務對象建立更牢固的關係，瞭解他們的想法、需要和性格，從而提供更個人化的護理。

每位住客都有一位「專責護理員工」，這位員工會專注他們的生命故事，留意在他們的獨特生命經歷中，有那些重要片段。專責護理員工另一角色是和住客及家人們建立良好的溝通、關注他們的身心健康及生活質素、和他們一起釐定目標和達成目標；此外也在團隊會議和覆檢護理計劃時充任代言人。

在「精彩一週」中，院舍其中一位長者會成為一週之星。在這星期內院方會為該位住客特別安排各種有意義的活動，慶祝豐盛人生。

引進「以人為本」軟件，方便員工簡易地記錄護理實況。既然減輕了文件工作，員工便有更多時間為住客提供更優質的服務。

對住客的好處：

我們相信整個過程可以讓專責護理員工和住客建立更有意義的關係。透過真誠關懷注，住客們更能就自己的護理和服務知所選擇，按自己的意願過喜歡的生活

2. 如何讓長者、家人及員工認識、明白及支持這個 Project?

隨著Lifeful Project最近在錢梁秀容療養院開展，我們會向住客和家人持續宣傳下列活動：

將設計好的小冊子和海報放置或張貼在錢梁秀容療養院內，推廣這計劃及其好處。

我們已將這些小冊子和海報電郵給住客、家人和職員。

已設立與這計劃有關的宣傳櫃台，上面放置了小冊子和單張供住客、家人和訪客取閱。

已安排資訊日，並已邀請住客、家人及職員參與。

鼓勵住客、家人及職員參加「中文命名比賽」推廣計劃。

在住客會議和職員會議中知會住客及職員這計劃的最新消息。

在Lifeful Project會議中鼓勵住客、家人及職員積極參與。



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為甚麼會在療養院推行 Lifeful Project?

黎梁美時 院舍服務總經理

為甚麼會在療養院推行 Lifeful Project? Lifeful 的意思是甚麼?

過去數年澳洲政府推動下，高齡護理服務瞬息萬變，引進多個改革項目和新的「高齡護理質素標準」，以消費者為本，讓他們在服務選擇、自主和參與等方面擔當主導角色。雖然我們已將這些理念結合在護理服務裡，但仍需要一個全面涵蓋所有護理需要及生活模式的服務。換言之，必須重新設計服務模式和培訓項目來迎合整個高齡服務改革的趨勢。

其中一個新服務是針對文化需要來增強護理過程中相互關係的「Lifeful Project」。我們為護理對象安排一位特定的專責護理員，以一對一的形式關注長者的身心健康和生活質素，並與長者及其家人一起釐定護理目標，在團隊會議和覆檢護理計劃中充當他們的代言人。這計劃能建立信任和有意義的關係，讓所有護理對象感到備受尊重、重拾能力和有所依靠。換句話說，我們向消費者主導這個護理理想又再邁進一步。

當初為甚麼有這個構想?

「Lifeful Project」這個概念在二零一六年由悉尼大學的劉禮斐教授推介，起初是一個她設計來幫助腦退化症患者的計劃。在推行初期我們便開始探討傳統護理模式的優劣和在新「高齡護理質素標準」下，怎樣為服務對象提供更佳護理。結果是：對院舍住客來說，保護式、家長式和以工作為主的模式只會降低他們的能力。改變讓我們在日後提升服務對象的生活質素、確保持續營運，而「Lifeful Project」就是其中一個改變。在二零一七年末，我們和劉禮斐教授一起成立了「Lifeful Project 委員會」，及後在錢梁秀容療養院推行。能夠將「Lifeful Project」付諸實踐，我們引以為傲。