

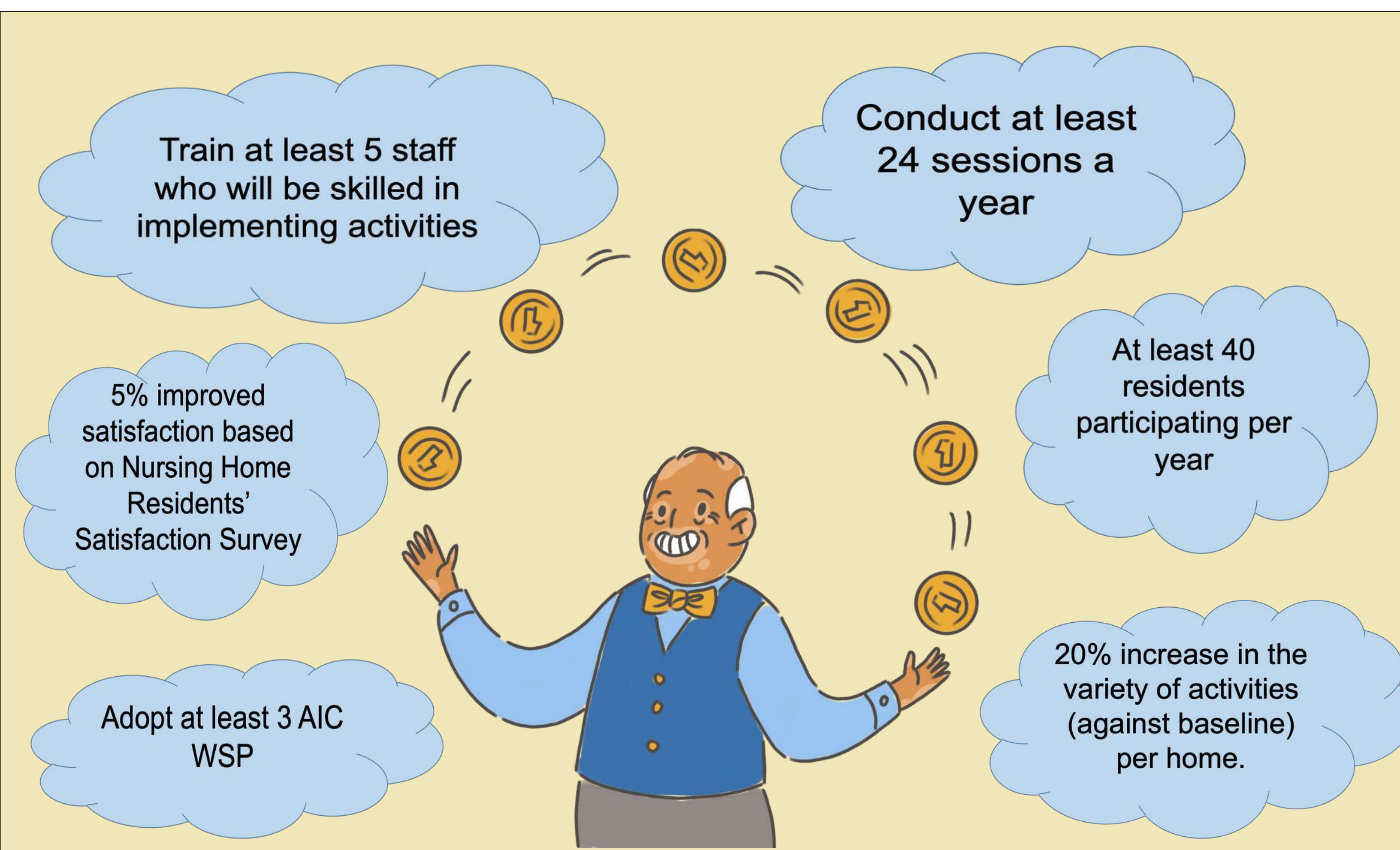
Enhancing Resident Well-Being: Implementing the Wellness Support Package (WSP) St. Andrew's Nursing Home (Queenstown)

Phyllis Tan Chor Hui, David R. Delos Cientos, Su Yin Myo Thwe, Merly Quinones, Agnes Mah, Gerard Charles, Thaw Zin Hlaing, Kyi Kyi Win, Hla Hla Htay, Hnin Wai Hlaing, Khaing Oo

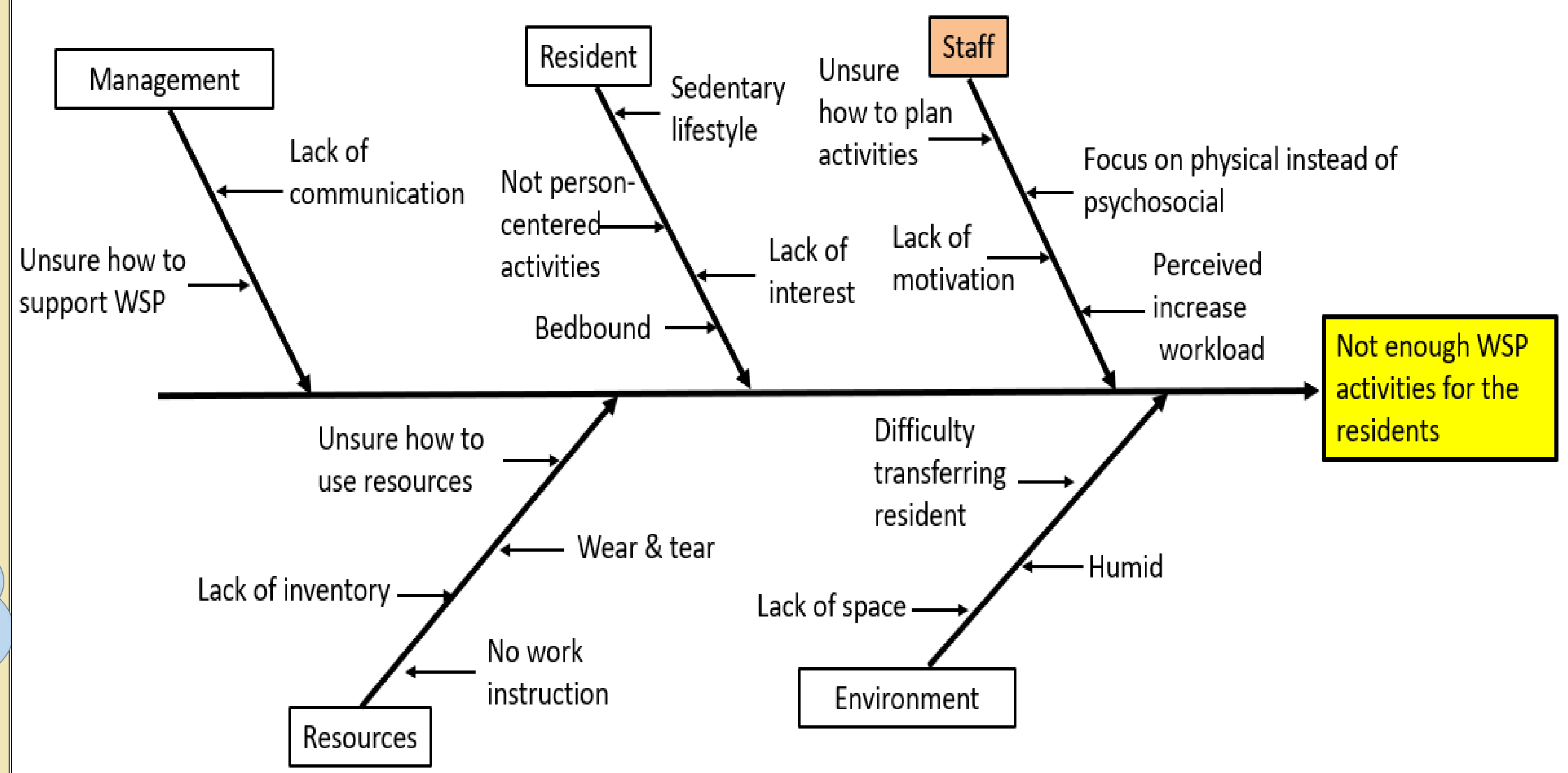
Introduction

Based on the last survey from Residents' Satisfaction Survey (NHRSS), it was found that nursing home residents desired more opportunities for social and recreational engagement. This need became more pronounced during the COVID-19 pandemic when nursing homes had to implement safety measures, including visitation restrictions, which negatively impacted residents' morale. In response, following the Ministry of Health (MOH) announcement on the relaxation of Safe Management Measures, the nursing team at St. Andrew's Nursing Home, Queenstown (SANHQ) collaborated with the rehabilitation department to plan and organize more physical and social activities to enhance the psychosocial wellbeing of our residents.

Goals



Understanding the Problem



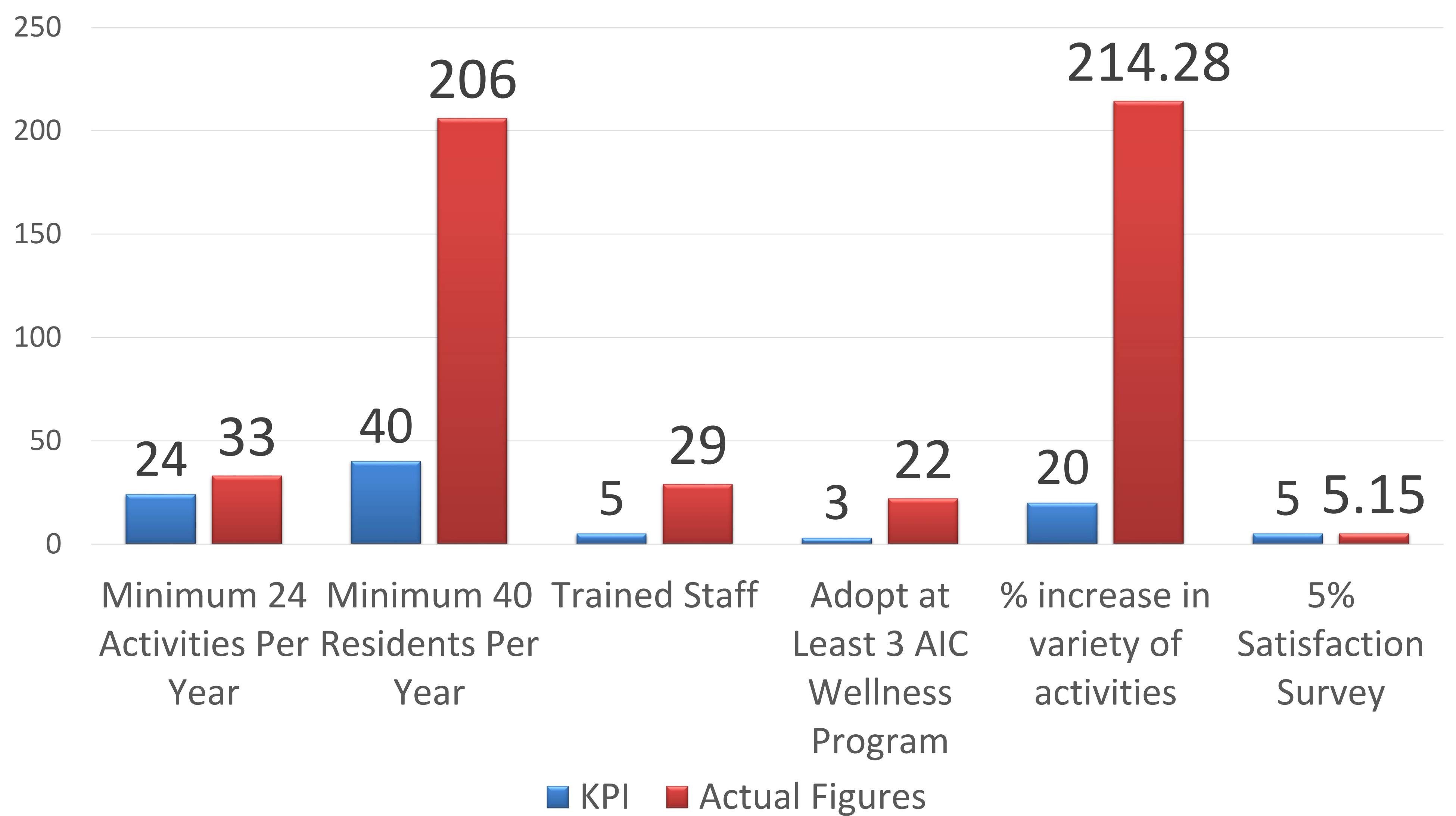
Implementation Plan

SANHQ participated in the WSP initiated by AIC. With this funding, the Home was able to send staff for training to learn the types and benefits of physical and social activities. To build internal capabilities and ensure sustainability, SANHQ embarked on a consultancy project with Dementia Singapore. Staff training was divided into two tiers: Tier 1 focused on planning and conducting structured activities, while Tier 2 involved a train-the-trainers program.

Initially, staff returning from training were hesitant to lead group activities due to language barriers, lack of confidence, and limited resources. To address this, nurse leaders held regular meetings to support staff, gather feedback, and equip them with necessary tools. Occupational therapists also supported by partnering with staff during initial sessions. Over time, staff gained confidence and began running activities independently.

With the guidance of nurse leaders, staff developed a structured group activity program for each ward. As a result of implementing WSP, residents now enjoy a variety of recreational activities twice a week, in addition to those organized by volunteers and the Rehabilitation Department. Staff observed that many residents enjoyed monthly birthday celebration, art and craft sessions, memory games, and were enthusiastic about drumming and adaptive sports.

Results



Remaining Action Items to Meet Objectives

To ensure the continuity of the program, WSP champions will need to partner with different colleagues each month when conducting activities. They will brief their colleagues on the nature of the activities, how to conduct them, and identify the residents who will benefit most.

Sustaining the Results

To maintain continuity when trained staff leave the organization, learning resources will be handed over to the Nurse Manager.

What Went Well

There was excellent team synergy and enthusiasm for improving the well-being of our residents.

Lessons Learned

With training and support, care staff reported greater job satisfaction when empowered to plan and lead group activities, enhancing the quality of care.

Sustainability: Train the Trainer Model

