



FALL 2025 Newsletter



Proudly Canadian

MOSAIC
Home Care Services & Community Resource Centre
105 Wilson Avenue, Second Floor
Toronto, ON M5M 2Z9
www.mosaichomecare.com

About Mosaic, Our Community Resource Centre, and our Newsletter

We are an internationally recognised provider of person centered community integrated home care. Our model addresses the wider social and emotional needs of the person and their families both in their homes and in their communities.

We operate a resource centre and pop-up events around the GTA. These provide a wide range of events to the community as well as information on community resources. Our events are mostly free and include social, educational, physical, cognitive, historical, festive and many other monthly activities. We host Memory Cafés and Community Cafés and provide regular pole walking and knitting group activities.

This newsletter provides information on our many events as well as our wider community outreach and speaking events. People of all ages are welcomed and respected as persons of meaning, being and community.

What a difference we make®!

Featured Events

ONLINE PROGRAMS ON ZOOM

ONGOING:

Mosaic's Growing Wellness Cafe (Zoom)

Gentle warm-up and brain exercises. Experience this month's garden and nature theme through poetry, art, and activities. A Memory – Friendly Community Program. Thursdays, September 4th, October 2nd, November 6th & December 4th, 2025

Functional Fitness with Joanne Picot (Zoom)

Join Joanne once a month online for a complete body workout featuring simple exercises to build muscles, flexibility, and boost heart health. Fridays, September 19th, October 10th, November 14th, 2025

Mosaic's Knitting & Crochet Group (Zoom)

Every other Wednesday of the month (Schedule sent upon registration)

Dance Fitness with Jenn Hicks (Zoom)

Join us on Zoom for this low impact dance fitness class with Jenn that uses diverse music and simple dance movements to create a dynamic and energizing aerobic workout.

Thursdays, September 25th, October 30th & November 27th, 2025

HIGHLIGHTED IN-PERSON FALL EVENTS AT MOSAIC'S COMMUNITY HUB

Dance Fitness Weekly at Armour Heights

with Jenn Hicks (In-Person) – This low impact dance fitness class with Jenn uses diverse music and simple dance movements to create a dynamic and energizing aerobic workout. With easy-to-follow moves that can be done seated or standing.

Mondays, every week from September 8th to December 8th, 2025

Mosaic's Community Café

Scheduled Workshops at our Mosaic's Community Hub: SEPTEMBER

- **'Twiddlemuff Making with Mosaic' (In-Person)**
Help Mosaic make Twiddlemuffs for Sunnybrook and North York General Hospitals! Twiddlemuffs are sensory muffs knitted by Mosaic's Knitting Group and then decorated with sensory items for those living with Alzheimer's and Dementia to twiddle with and help reduce anxiety. Thursday September 18th, 2025, from 12 p.m. to 2:00 p.m. (light lunch will be provided).

OCTOBER

- **'Bella Italia' Brunch with Lianne Harris (In-Person)**
Friday October 17th, 2025 from 10:30 a.m. to 12:30 p.m.

NOVEMBER

- **'Drumming Circle' with Terri Segal (In-Person)**
Wednesday November 5th, 2025 from 11:00 a.m. to 12:00 p.m.

FEATURED EVENTS HELD AT MOSAIC'S COMMUNITY HUB

'Drag Bingo' with Miss DeWitt! (In-Person)

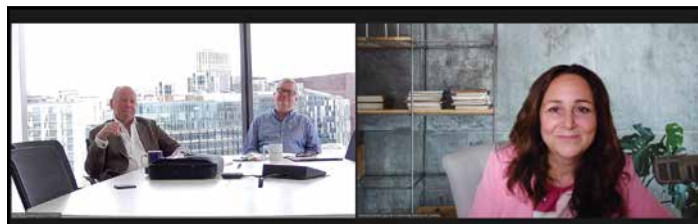
Join us for a fun afternoon playing Drag Bingo! Your bingo game will never be the same! Thursday November 6th, 2025

HOLIDAY EVENT AT MOSAIC'S COMMUNITY HUB

Jingle All The Way ... *Around the World!*

Come and celebrate the start of the holiday season with a night of dinner and entertainment inspired by cultures from all around the world! Enjoy a delicious meal with your fellow community members and then dance and sing the night away with fun performances, including 2B1 Music Duo!

Thursday November 27th, 2025



Stay Tuned! ... for Mosaic's Life in Canada's Podcast featuring Professor Andrew Miles and Professor Sir Johnathan Elliot Asbridge who are the two senior officers and founders of The European Society for Person Centered Care in all its many dimensions. This will be released at the beginning of September 2025. **The podcast discussion will be based on their featured article found in our Fall 2025 newsletter on their article 'Person Centered Care 2025 – it's high time that we nudge the rhetoric into reality'.**

We'd love to hear from you!



If you've enjoyed our Mosaic services or participated in our online and in-person social programs, please take a moment to leave us a review on Google. Your feedback helps us improve and serve you better!

<https://mosaichomecare.com/reviews/>

Spotlight On...



Maria D.

What a difference we make®!

Mosaic's Caregiver Recognition

We are so pleased to announce our next caregiver, Maria D. in the spotlight! Maria has been with Mosaic for 8 years and has been a consistent and loyal team member. To her clients, she is their comfort – the joy in their day; their sense of normalcy.

Maria has many attributes that have allowed her to be successful in her work – she has a mature attitude, is dedicated to her role as a PSW, and has a cheerful personality. She is always up for a challenge, is often very resourceful and has an intuitive nature. When helping her clients, she does not hesitate to think on her feet or think outside the box!

Most recently, Maria's excellent disposition and work ethic in a retirement home caught the attention of some residents. As a result of seeing her in-action, they called Mosaic and have since started services with us!

Well done Maria – once again, Mosaic caregivers stand out in the community!

Our Caregiver Says...

"I enjoy working at Mosaic for a variety of reasons including good work balance, opportunities for growth, the nature of work itself and a positive company culture. I also enjoy the positive atmosphere and happy employees who are friendly. Feeling valued by being recognized for my contributions, both big and small, is important and I feel incredibly supported by Mosaic. It boosts my confidence and makes me feel motivated to contribute my best work.

What makes Mosaic stand out is their employees. When employees feel that the company's values and missions align with their own, it creates a stronger sense of connection and purpose and that is Mosaic. When employees like and respect those they work with, they'll not only work harder and get more enjoyment from their efforts, but they'll stay in the company longer.

I find inspiration and motivation in the ability to make positive differences in the lives of my clients, witnessing improvements in their well being, and celebrating their achievements. By building trust and good rapport with my clients and their families, I foster a sense of connection and purpose making my work deeply rewarding.

My advice to any new PSW: To build a good rapport with clients, be punctual and professional, communicate effectively, offer emotional support, put yourself in their shoes and build trust and connection and focus on your work and the role as a care provider." ~ Maria D.



Passion



Compassion



Education



An Update from the Principal Owners of Mosaic Home Care Services & Community Resource Centre

Jane and Nathalie

Cooler fall weather is in the calendar and our evenings are slowly drawing in.

This year we have seen many outdoor events of all kinds relating to food, music within our local Toronto neighbourhoods. We hope you have been able to take part.

As you know Mosaic is considered a social enterprise in the way that we provide social programs to keep people socially engaged. We offer many free social programs in-person and online. And we have done a number of events where we use parks, nature, and community spaces to connect individuals who may not have the opportunity to see some of these places.

A number of changes within Mosaic this year: firstly, Lauren McNair will sadly be leaving Mosaic to pursue her studies in the program Masters of Public Health. She has been with Mosaic for the last three years and our Mosaic team and community are excited for her.

I will certainly miss Lauren working alongside me in the community. She is dedicated, hard working and together we brought many wonderful ideas for the community to take part in. She is deeply interested in how people connect in our city, how we can widen the scope of social prescribing and person centered community based care. She will be an outstanding asset to any organization, so watch out for her once she finishes her Masters!

Jane Teasdale

Lauren will be handing over the reins to Priya Hawkins BA in Economics, Community Outreach & Social Engagement Coordinator.



"I am thrilled to be a part of Mosaic. I bring 14 years of corporate and 12 years of community experience. I have been successful in my collaborations and partnerships over the decades and

have earned a strong leadership role in my community." To find out more information about Priya Hawkins review our teams page: <https://mosaichomecare.com/about/our-team/>

Nikita Ali will be off on Maternity for a while with her new baby. We have hired Kate Robinson part-time client services.

"It brings me so much joy to be a part of the Client Services team here at Mosaic! I first joined Mosaic's front-line staff as a Lifestyle Companion in 2020 and found myself



in awe of their person-centred approach to care, and their commitment to community outreach and involvement. I admired the attention to detail that went into each and every unique client's care. These assets are what truly sets Mosaic apart in the industry."

To find out more information on Kate, visit our teams page at <https://mosaichomecare.com/about/our-team/>

Larger events featured at Mosaic Home Care Community Hub at Armour Heights Presbyterian Church

We featured **A Seniors' Month Extravaganza** and **World Elder Abuse Awareness Day (WEAAD)**. We also celebrated a **Farewell Party** for Lauren from the community, and our last big event was **Life In The Blue Zones**.



Do review our newsletter for upcoming in-person and online events plus our articles and services we provide through Mosaic Home Care.

[www.mosaichomecare.com](https://mosaichomecare.com)



Jane Teasdale and Nathalie Anderson

Community Events RECAP

As many of you may know, I've had the incredible privilege of spending the past three years with Mosaic as the Community Outreach & Social Engagement Specialist. During this time, I've been fortunate to connect with so many amazing individuals, participate in inspiring events, and create lasting memories that I'll always cherish.

Today, I'm excited to share that I will be starting a new chapter this fall as I begin the Master of Public Health program at Western University. While I'm truly looking forward to this next step in my academic and professional journey, it's bittersweet to say goodbye to Mosaic and the wonderful community that has meant so much to me.

Thank you to the Mosaic team for being so supportive of me during this time, and for being the most incredibly caring, hard-working and fun group of people to work with, we truly have the best team here! I am also so incredibly grateful to have been able to learn from my mentor and friend, Jane Teasdale. I have learned so much from working by her side, and we have had so much fun while doing it! I will certainly miss the entire team dearly.

I would also like to take this opportunity to thank all of the amazing community members I have been able to connect with everyday in my role here. Thank you for attending the events we lovingly organized, thank you for letting me be a part of your lives, thank you for sharing your stories, and thank you for imparting your wisdom on me, which I will take with me forever. This role has been incredibly fulfilling, and I feel so lucky to have made such wonderful connections with so many of you.

I am excited for you to all meet **Priya Hawkins**, who will be taking over this role upon my departure. She has such a bright spirit, lots of great experience in community building, and will certainly fit in perfectly at Mosaic. I have had so much fun here, and although the past few weeks have been bittersweet, I am excited for the new adventure to begin!

With love,

Lauren McNair



Alliance for Healthier Communities
Alliance pour des communautés en santé



MOSAIC HOME CARE SERVICES, we are here for you and your family!

The Person Matters at Mosaic



We are more than just home care

All home care services should be delivered by qualified and vetted caregivers. In Ontario, these are primarily Personal Support Workers (PSWs). For complex clinical conditions this may also involve, to lesser or greater extent the input of a registered health care worker, for example a nurse with a RN or RPN designation.

We provide care by the hour, overnight, 24-hour care and look after a wide range of personal needs in the home, wherever the home may be. These needs are primarily:



Social and emotional needs



Care sensitive to medical conditions



Physical supports associated with daily living (bathing, toileting, dressing, feeding etc).



Medication monitoring



Mobility and safe transferring within the home and community.



Palliative and end-of-life care

About Our Service Level

The service level at Mosaic is quite different than others in our industry. Mosaic has an integrated client services team that includes social work, nursing, counselling and other specialized areas of expertise. This allows us to provide qualified oversight to our families and clients. At Mosaic, it's about more than the intermediary model of care that is most commonly offered. We believe that all caregivers should be sensitive to a person's physical and mental health, their abilities, their wishes, and personal preferences with respect to care – this approach is woven into Mosaic's culture.

About Our Industry

Contracted agencies (government/public sector) receive funding and only provides caregivers enough time to deliver a minimal service level by only focusing on an individual's personal care. All too often, the amount of support granted does not cover all the areas of need to the individual. It is not possible for workers under these government programs to go into the detail and oversight that Mosaic provides, such as focus on the person and much needed and wanted companionship. Our model of care is well-respected and internationally recognized as a company of choice, recommended by social workers, hospitals, community agencies, doctors and Ontario Health atHome (OHAH).



Let Mosaic help you transition

(hospital, retirement, long-term care)

Working with and supporting the individual emotionally, socially, and physically, especially in the early days and weeks, is key to a successful transition. **What can Mosaic provide?**



One-on-one support for individuals, filling identified gaps in care, to ensure needs are safely met, maintaining familiarity, consistency, comfort, and emotional supports.



We can help orient the new facility's care team to the client's intricacies of care and social and emotional needs while at the same time reinforcing a person centered care focus.



Help to acquaint the client with the new environment and to facilitate building meaningful relationships with the new community.



Timely high-quality feedback to the family on the person, the new home and the facility's care standards providing much more effective oversight of the person and care provision.



Our caregivers write daily reports of their visits which is accessible via our online portal, the "Family Room". This information is available at your fingertips. This is where family members can see updates, identify potential gaps in care and share communication.



Support if needed by our Social Worker for the new resident or family. Additional support under our service Elder Care Plus® for family counselling and care navigation.



Communication is key: Our **multi-disciplined care team** will continue to work collaboratively with you and the new care teams.

If you can, PLAN IN ADVANCE for home care needs to avoid a last-minute crisis and potential loss of independence



Arranging private home care is more than hiring a caregiver. It involves an assessment of the person's social and emotional needs and identity, their abilities and their wider medical history. While home care is mostly non-clinical, care services should also be sensitive to a person's medical conditions. It is all too easy to lose sight of the person, what they want and important medical considerations if finding care is left to the last minute.

Home care agencies plan care and staffing weeks in advance which also makes it difficult to find caregivers with specific skills at short notice.

If you think you may need to arrange care at some point, then call us. At the very least we can provide simple pointers such as contacting a primary care physician to address health issues, or public health social workers to assess OHIP home care entitlements and other needs. If it looks like our care services are needed, we can proceed with a general assessment of care needs and plan from there.

Being prepared for discharge from hospital is especially important as discharge notes, directions regarding post-operative exercises and medications are required to assess care needs.

If you notice changes in your own or a family member's physical and mental health then you might wish to consider planning ahead. Instances of falling, new medications, increasing difficulty in walking and safely performing daily activities, signs of depression and/or weight loss might be signs that help is needed.

Addressing these care needs can help delay loss of the independence that could otherwise impair the ability

to remain safely in the home and the community.



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If you need more information you can contact our team at **416.322.7002** or **905.597.7000** or email us at info@mosaichomecare.com | website: www.mosaichomecare.com



Learn more about what a difference
we can make in your life or that of a loved one.

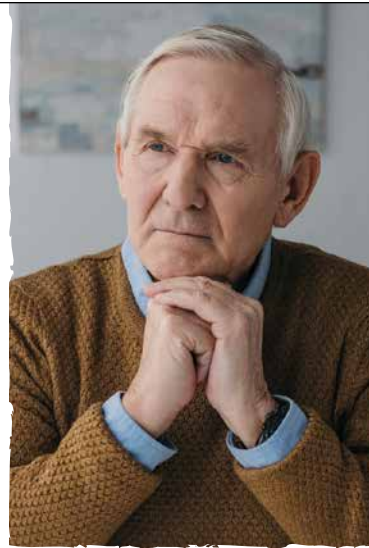
We look forward to introducing ourselves
to you and your family.

Call for your daily dose of connection.

A Friendly Voice is a free, confidential "warm line" for older adults aged 55+ who just want to chat with a welcoming and caring person without expectations or judgment.

Our phone line is open seven days a week, 8 am - 10 pm EST

Toll-Free: 1 (855) 892-9992



**Let us bring
some warmth
to your day.**



Now serving Ontario and the Atlantic provinces | AFriendlyVoice.ca



MOSAIC'S KNITTING & CROCHET SOCIAL GROUP

Drop-in to knit, chat and make new friends virtually on Zoom!

Join us for an opportunity to chat, knit and make new friends. Knitting has been proven to: reduce stress and anxiety, slows cognitive decline and can help prevent arthritis and tendonitis.

Dates: Every other Wednesday
of the month *(Schedule sent upon registration)*

Time: 1:00 p.m. to 2:00 p.m.

Location: Zoom

Registration required



To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



Mosaic's Community Café

Join Mosaic for an afternoon of ideas, fun, connection and social interaction! Our café is a space for everyone whether you want to sit and listen, talk and take part or lead the group in a discussion about your hobbies and interests. There will be activities and events as well as discussions. Stay engaged, active and involved in our communities!

September



- **Twiddlemuff Making with Mosaic**
(Armour Heights Presbyterian Church - 105 Wilson Ave.)
Help Mosaic make Twiddlemuffs! These sensory muffers are knit by our Knitting Group and then decorated with sensory items for those living with Alzheimers and Dementia to twiddle with and help reduce anxiety.
Thursday September 18th, 2025 from 12:00 p.m. to 2:00 p.m.

October



- **'Bella Italia' Brunch with Lianne Harris**
(Armour Heights Presbyterian Church - 105 Wilson Ave.)
Let Lianne Harris transport you to Italy during this enchanting brunch-and-learn event, featuring the food, fascinations, and history of this beautiful country.
Cost: \$5
Friday October 17th, 2025 from 10:30 p.m. to 12:30 p.m.

November

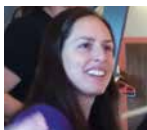


- **Drumming Circle with Terri Segal**
(Armour Heights Presbyterian Church - 105 Wilson Ave.)
Join Terri Segal in this interactive drumming circle where you will get to play the drums and many other percussion instruments. No musical experience necessary!
Wednesday November 5th, 2025 from 11:00 a.m. to 12:00 p.m.

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.



Drumming Circle with Terri Segal



Join Terri Segal from 'Rhythmic by Nature' in this interactive drumming circle! In this program you will;



Rhythmic by Nature

- Engage in collaborative and FUN rhythm based activities through movement, voice and music
- Experience first-hand the health and wellness benefits of Drumming and Creativity
- Learn how to play a variety of Hand Drums and World Percussion instruments

This event is open to all ages, community members, organizations, and health professionals. No previous musical experience is necessary to participate.

Date: Wednesday November 5th, 2025 **Time:** 11:00 a.m. to 12:00 p.m.

Location: Armour Heights Presbyterian Church (105 Wilson Avenue, North York)
(Free parking. Close to public transit.)

Registration required

To register for all programs call our offices at **416.322.7002** or info@mosaichomecare.com if you need more information.



MOSAIC'S GROWING WELLNESS CAFE

*A Memory – Friendly Community**

Brighten your month with inspiration from nature and the garden!

Join hosts Emma and Victoria for a lively **online** program that's sure to easily awaken your senses.

- Poetry and art inspiration
- Tools for active green living
- Movement and brain exercises
- A caring and connected community

**We are a caring community that welcomes everyone, including those living with memory loss and their care partners.*



Dates: Thursdays, September 4th, October 2nd, November 6th, December 4th, 2025

Time: 2:00 p.m. to 3:00 p.m. EST

Location: Zoom **Registration required**



Emma Rooney - Certified Forest Therapy Guide and Horticultural Therapy Practitioner with a passion for helping others connect to benefits of nearby nature. (www.bloomingcaravan.ca)

Victoria Muir-Burcea - Wellness Advocate and Certified Life Coach with a passion for helping others connect and create more health and joy in their lives. (www.myrecreo.health)



To register for all programs call our offices at **416.322.7002** or info@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration.



FUNCTIONAL FITNESS

with Joanne Picot

Joanne Picot has a history of working in the health wellness and fitness industry and has graduated from Yoga Alliance Canada – Certified Yoga Teacher.

Join us once a month for a complete body workout featuring simple exercises to build muscles, flexibility, and boost heart health. Joanne will lead you through a variety of energizing standing and seated exercises using light free weights.

If you don't have weights, you can use a filled water bottle or a small ball that you can grip with one hand as a substitute. Get fit and learn some great workouts!

Dates: Fridays, September 19th, October 10th, November 14th, 2025

Time: 10:00 a.m. to 11:00 a.m.

Location: Zoom

Registration required

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.

Dance Fitness with Jenn Hicks



Jenn Hicks is a Personal Trainer Size and Inclusive Fitness Specialist who has taught dance fitness classes for the past 17 years. She was named NOW Magazine's Best Virtual Fitness Instructor for 2020. Jenn customizes routines for every class and helps attendees modify steps or movements whenever they need a little extra care.

Join us on Zoom for this low impact dance fitness class with Jenn that uses diverse music and simple dance movements to create a dynamic and energizing aerobic workout. With easy to follow moves that can be done seated or standing, this upbeat class is set to positive, playful and uplifting music. You will be motivated by the joyful, welcoming and supportive environment that encourages you to let go and have fun! No experience required. Come along: you belong here!

Dates: Thursdays, September 25th, October 30th, November 27th, 2025

Time: 1:00 p.m. to 2:00 p.m.

Location: Zoom

Registration required

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



'BELLA ITALIA' BRUNCH

with Lianne Harris



Join **Mosaic** and **Delmanor Northtown** for a lovely light brunch, followed by a lively 1-hour presentation from Lianne Harris, all about the beauty and rich history of Italy!



From the Colosseum to cappuccino, from macaroni to the Mona Lisa, from Florence to the Ferrari, let us explore, discover, and delight in all things about Italy, its place in history, and its ever-reaching influence on us today.

Sponsored by:
DELMANOR
Inspired Retirement Living

Limited spots available, reserve your seats now!



Lianne Harris has previously worked as the History, Culture and Social Studies Resource Specialist Consultant with the Toronto Board of Education and the curriculum advisor for Upper Canada College, having taught over 80,000 teachers and students. Appearing on TV and interviewed on the radio many times, she is always happy to have a live audience.

Date: Friday October 17th, 2025

Time: 10:30 a.m. to 12:30 p.m.

Location: Armour Heights Presbyterian Church (105 Wilson Avenue, North York)
(Free parking. Close to public transit.)

Cost: \$5 (Collected upon arrival)

Registration required – Please RSVP by Friday October 10th, 2025

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.



DRAG BiNGO *with Miss DeWitt!*

Join us for a fun afternoon playing Drag Bingo! Your bingo game will never be the same! Miss DeWitt will join us and charm you with her banter, dazzle you with her costumes, entertain you with selections from her extensive song repertoire...oh, and call numbers as only she can. Even if the numbers don't make you a winner, Miss DeWitt will make everyone feel like a winner, and you all are!

Date: Thursday November 6th, 2025

Time: 1:00 p.m. to 3:00 p.m.

Location: Armour Heights Presbyterian Church
(105 Wilson Avenue, North York)
(Free parking. Close to public transit.)

ARMOUR
HEIGHTS



PRESBYTERIAN
CHURCH

Cost: \$5 (*cash only, collected upon arrival*)

Light refreshments will be served.

Registration required



Miss DeWitt is Canada's oldest active performing drag queen. She has appeared in 2 documentaries and was the featured artist in 2024 for Yukon Pride. She has charmed residents of Long-Term Care and Retirement Residences for 10 years.

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.



Merry Christmas! Feliz Navidad! کریسمس مبارک! Joyeux Noël! 聖誕快樂!

Come and celebrate the start of the holiday season with a night of dinner and entertainment inspired by cultures from all around the world! Enjoy a delicious



meal with your fellow community members, and then dance and sing the night away with fun performances, including 2B1 Music Duo!



We encourage you to bring a non-perishable food item which will be collected and donated to the local food bank. Those who bring items will be entered into a raffle draw! **Limited spots available, reserve your spot today!**



Date: Thursday November 27th, 2025



Time: 5:30 p.m. to 8:30 p.m.

Location: Armour Heights Presbyterian Church (105 Wilson Avenue, North York)
(Free parking. Close to public transit.)

ARMOUR
HEIGHTS



PRESBYTERIAN
CHURCH

Cost: \$20 (Collected upon arrival)

Registration required

Please RSVP by Thursday November 27th, 2025

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.

Person Centered Care 2025 – it's high time that we nudge the rhetoric into reality.

By **Professor Andrew Miles** and **Professor Sir Jonathan Elliott Asbridge**

Biographies

Professor Andrew Miles BMedSci MSc MPhil PhD DSc (hc) is Senior Vice President and Secretary General of the European Society for Person Centered Healthcare (ESPCH), a full professor of person-centered care in the UK, and a visiting professor at several universities across Europe [andrew.miles@pchealthcare.org.uk].

Professor Sir Jonathan Elliott Asbridge DSc (hc) DHSc (hc) DSc (hc) FAAN, is President and Chairman of Council of the ESPCH and the Chief Clinical Officer at Sciensus UK. Sir Jonathan was formerly President of the UK Nursing and Midwifery Council, Chief Nurse at the Oxford and Cambridge teaching hospitals, and Chief Executive/Chief Nurse of Bart's and The London NHS Trust, London, UK. [jonathan.asbridge@btinternet.com].



Introduction

The European Society for Person Centered Healthcare (ESPCH) last contributed to the *Winter Newsletter* in 2023, and we are grateful for the opportunity to do so now again in the present issue. A good place to start, we thought, would be to ask ourselves the question: 'What *major* progress has been made in person-centered care (PCC) over these last two years?' Sadly, we have to answer: 'Broadly speaking, worldwide, very little'. So we ask, then, a second question: 'Why is this the case?' In the current piece we aim to provide a corresponding answer, before proceeding to suggest some solutions which, if successfully adopted, may come to mean that by the time we contribute to this newsletter again, we will have more positive conclusions to report.

PCC is integral to clinical practice, and the lack of it, in full or in part, shortchanges the patient/client, and denudes medicine and healthcare of their historic imperatives to care, comfort and console (think *humanity*), as well as to ameliorate, attenuate and cure (think *technoscience*). PCC, by its very nature, is uniquely able to hold these indispensable components of care in tight association, thereby precluding a real

risk of their decoupling into perceived polar opposites and selectable options. We recognise that achieving PCC in 'hands on' operational practice is a complex endeavour with a wide range of obstacles militating against it. How, then, to proceed?

To overcome the many barriers to achieving PCC in real time, we need first to address the core issue that tops the list – a confusion as to what care should 'look like' within increasingly complex, resource-constrained, contemporary health and social care systems. We have become content, lazy even, with maintaining the 'default option' of a legally acceptable, regulator-satisfying basic competence. Much less attention, however, has been given to the need to strive way above that necessary imperative, in the active pursuit of the high excellence that is PCC.

We consider below how such disruptive thinking can, and must, lead to a much overdue transformation of clinical and care services. We detail our observations, and suggest ways forward, in a spirit of collegial dialogue, and although we have found it necessary to offer some limited critique, we do so within a framework of constructive advice and essential optimism.

Talking PCC, vs. doing PCC

It remains very easy to 'talk PCC', rather than to 'do PCC' - and indeed to continue the talking, rather than embarking on the doing. There are many reasons why this is the case. In our view, the principal factor underpinning this observation is a continuing and widespread confusion as to what exactly PCC is, and what it isn't. We find this hardly surprising, given the hundreds of definitions of PCC that exist within the general literature, formulated as they have been over many decades by a multiplicity of academic institutions and care organisations worldwide.

The varying definitions thus derive from differing geographic, demographic, cultural, and economic care contexts. Given this degree of substantial heterogeneity, to produce a universally agreed definition of PCC, in explication of what PCC is and what it is not, would therefore need to accommodate a very wide variety of different beliefs and worldviews, and would need to recognise and incorporate a common set of human and societal values.

It needs hardly to be said that such an exercise would be an enormously complex undertaking as a function of the sheer range of differences that would immediately be encountered. Of course, the lack of such a universally accepted definition of PCC creates a methodological conundrum. If we cannot agree on what we mean by PCC, then on what basis do we design and construct a model for its implementation and use, and how can we recognise that we have achieved PCC if or when we do?

The answer is that, until we reach a definitional consensus, which is in reality many years away, we have little option but to be content with a 'many models PCC, based on a many concepts PCC'. This allows us, at least, the freedom to explore the commonalities of, as well as the differences between, the most prominent and recommended of the many definitions - always with operationalisation at the forefront of our collective minds.

While on first consideration this might appear a 'messy' way to move forward, we argue that it is an entirely rational and pragmatic thing to do. After all, the alternative is *stasis*, with no progress of any sort being made - and that, surely, is unacceptable. But this does not prevent some colleagues from asserting that we must wait for detailed answers to every question relating to PCC before attempting to operationalise it. For our part, we have always resisted the indulgence of engaging in the luxury of endless philosophical ruminations, in favour of clinical expediency. In short, we respond to objections to our suggested approach in the words of one notable paediatric cardiologist who, when confronted by such arguments for delay, responded: "You just have to get on with it".

PCC will be realised in practice via evolution, not revolution

We maintain that progress in PCC will continue to occur through evolution rather than revolution. And there is no shame, as it were, if institutions, when evaluating their services and finding key definitional components of PCC to be lacking, then seek to introduce these incrementally. Such an approach stands a far greater chance of success than an overly complex one loaded up-front in a 'big bang' approach, not least because of the education and training of staff that will be necessary, and the resource limitations which are ever-present.

As part of any methodological approach based on a wisely selected definition of PCC, and the development of an agreed model for implementation and use based on it, continuous feedback from patients/clients, from families and friends, and from care staff, is vital to collect, listen to, and to be assimilated into practice through audit and related such processes.

This is what characterises a reflective, responsive, and learning organisation - institutional characteristics which indicate a high order of understanding and ambition. Here, typical outcome measures are likely to be patient/client and family satisfaction with care processes and outcomes, staff satisfaction, as well as a resulting national, regional, and international recognition of achievement and excellence.

"Education! Education! Education!"

If this is a familiar and constantly recurring political slogan, then it is certainly a mantra that we must adopt for PCC, because without it PCC is certain never to become an operational reality.

We need education and training to enable an understanding of the patient/client as a unique individual with unique individual needs - and not a subject, object or complex biological machine - because this is the only route to providing compassionate and empathetic care. We need education and training in how to draw on the plethora of available definitions of PCC, in order to design and develop context-specific care models of PCC that are appropriate for the given care institutional environment and its patient/client populations. And we need education and training in how to implement such a model in operational practice, maintain it in place, and actively develop it over time.

But who provides the education and training? It is frustrating that formal educational programmes, such as Master's degrees or professional doctorates in PCC, are available in very, very few countries. Rare, too, are well designed and properly structured certificate and diploma courses, short courses, residential weekends, and summer schools. Until we greatly expand formal

education and training in PCC, we will sorely lack the transformational and servant leaders and mentors that are crucial to progress in the field.

The need to identify and disseminate example of 'best practice' in PCC

In the current absence of the major leaders and mentors we describe, systematic progress is difficult, but moving the field forward in their temporary absence is far from impossible. We are aware that many readers may view our suggestions set out above as a 'big ask' and a 'big task', yet it is this general approach that MOSAIC Home Care Services, for example, has taken in its own pioneering approaches to person-centered care. That organisation, drawing on a definitional understanding of PCC with high context specificity for homecare, has designed and validated important models of PCC for implementation, operation, and continuous assessment and development, that have proved highly successful and indeed award-winning.

For sure, we need many more such examples of best practice in PCC for dissemination across all sectors of health and social care as a whole, and the ESPCH is currently engaged in the identification and cataloguing of these in preparation **for our forthcoming**

Seventh Annual Conference and Awards Ceremony (ESPCH7) in London UK. We are grateful to MOSAIC for accepting our invitation to chair and present at that event, for which further details will be made available shortly. For more information contact Professor Andrew Miles andrew.miles@pchealthcare.org.uk

Conclusion

If we are to raise the standards of care from the lower denominator of basic competency to the higher numerator of care excellence that is PCC, then pragmatic approaches to the development of clinical care services of the nature we describe in this article will in our view be required. The ultimate aim is to inculcate PCC, through undergraduate curricula, postgraduate training, and continuous professional development (CPD), as an entirely natural way of 'thinking and doing' in clinical care. For too long, PCC has been viewed as a 'nice to have', rather than a 'must have', as an optional 'add on', and not an integral component of care. This mentality does not act in the higher interests of patient care, and neither does it advance notions of excellence in clinical professionalism. Is it all achievable? Yes, most certainly. Indeed, 'together we can do it, but it needs us all'.

We see you. We hear you. And we're here to help family caregivers – The Ontario Caregiver Organization (OCO)

In Ontario there are almost 4 million caregivers, just like you, who provide physical or emotional support to a family member, partner, friend or neighbour.

Many people don't consider themselves a caregiver. Instead, they think of themselves as a family member or friend, just doing what needs to be done. While most caregivers say they are happy to be able to provide care, many share they are overwhelmed and find it difficult to get the information and support they need. Caregivers are investing more hours in their caregiving role and say they are experiencing increased levels of stress and signs of depression and burnout.

If you support someone in need and feel anxious and overwhelmed with your caregiving responsibilities, you're not alone. The Ontario Caregiver Organization (OCO) exists to support caregivers by offering free programs and services that include our **24/7 Caregiver Helpline (1-833-416-2273)**, educational resources, Peer Support program and more.



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HERE FOR
YOU.**

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THE ONTARIO
caregiver
ORGANIZATION

ORGANISME DE SOUTIEN AUX
aidants naturels
DE L'ONTARIO



Why should we be looking at home care providers with strong multi-disciplinary teams like Mosaic?

These teams assess care, develop and monitor care plans, liaise with other health care providers, oversee and support the care provided by front line workers, advocate on behalf of families, assess gaps in care and troubleshoot. Such teams will have social work, nursing, care management, counselling and care coordination expertise. Quality care provision, especially for persons with higher care needs, cannot exist without good case management and oversight of care.

A recent academic study* into “tensions experienced by case managers working in home care for older adults in Quebec” reported on issues faced by public health case managers. One of three key issues unearthed was the need to compensate for poor quality care provided by private health care provision, and another, the lack of time that case managers had to spend with older adults because of organisational expectations and administrative tasks. Having a multi-disciplinary team, within private care providers, focused on care quality should help support public health case managers in making referrals, allowing them to spend more time on what they do best.

Another recent study** addressed this issue as “a wicked problem” especially when faced with “health system failures, including a lack of capacity and structural integration within home care programs that increase their work and workload”.

The temptation for some may be to avoid the cost of care planning and oversight, contracting directly with unsupervised caregivers operating without oversight of either public health or private care teams. Just as professional case managers operating in the public sector are wary of handing care responsibility to inadequate frameworks, we at Mosaic believe that the most effective and cost-effective care is one built on experienced and knowledgeable oversight of all critical factors affecting the social, emotional and physical needs of the person. As a person centered care provider of care this extends to supporting the needs and capacities of our staff as well as our clients and families.

Companies with well-developed processes are able to deliver the necessary additional expense of quality care at a competitive price while tailoring service needs to the various capacities of the client and their families. Our website provides much more detail on our services, our expertise and our culture. Supplying persons with caregivers is only one aspect of responsible quality care provision.

*Ethier, A., Dubois, M.F., Savaria, V. et al (2024). <https://doi.org/10.1186/s12913-024-10709-6>

**Fraser, K., Garland Baird, L., Labonte, S., O'Rourke, H.M., & Punjani, N.S. (2018). doi:10.1177/1084822318803099

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Whether your needs are companionship or help in your day to day, more support in your personal care or intensive around the clock care, we focus first and foremost on you. Your personal preferences, your social and emotional needs, your physical and mental abilities are our focus. This continues along the cycle of care, from the active living, through the palliative, and to the end of life.

As a professional provider of home care support services, we also need to be knowledgeable and sensitive to medical conditions and how they impact your life experience. This is the case whether you are living with dementia, Parkinson's, stroke, diabetes, heart conditions, depression or any manner of physical or mental health concern.



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