

Seven Dimensions of Quality Care

Caring experiences are at their best when...	Possible indicators
1. There are nurturing, reciprocal and meaningful relationships.	<ul style="list-style-type: none"> • Everyone is known by and referred to by their name • Regular opportunities are provided for building relationships between older persons, family members, staff and other community members • Individuals are engaged and present when interacting with others • Staff are seen doing things other than care tasks with older persons • Love, affection, touch and trust in each other is observed • Judgement-free language is used rather than labels • Partnerships are inclusive, authentic, and collaborative; they celebrate teamwork
2. Everyone feels valued, appreciated and recognized.	<ul style="list-style-type: none"> • Older persons, family members, staff, and other care partners are all valued equally • All are involved in decision-making and in contributing to the group/organization • The group/organization uses a range of ways to visibly recognize and celebrate the contributions of older persons, family members, staff and other partners
3. There is flexible, consistent, life-affirming care that considers the values and preferences of all individuals.	<ul style="list-style-type: none"> • Individuals have freedom to choose; preferences and choices are respected • Each person's culture, abilities and talents are known and supported • Care is provided flexibly • Staff have information they need to provide care in this manner • Staff have opportunities to create own schedules as a team • Staff are supported in making decisions in the moment
4. There are meaningful, inclusive and engaging activities.	<ul style="list-style-type: none"> • All feel a sense of purpose and remain connected through meaningful, inclusive, and engaging activities • Activities are varied: planned and spontaneous; group and individual; indoor and outdoor and in the broader community • Activities that are valued by individuals are known and accommodated; often prioritized over care tasks • All have a role in planning, implementing and facilitating activities

<p>5. Living spaces and environments are safe, accessible, and feel/are like home.</p>	<ul style="list-style-type: none"> • Outdoor spaces (gardens, bird feeders) are accessible • Indoor spaces are aesthetically pleasing and home-like; they do not feel like an institution • There is lots of natural light • Multi-purpose spaces are accessible • Everyone feels welcome • There is space for large group meals and gatherings (e.g. special family meals during the holidays, communal meals, or mourning) • Everyone feels safe and secure • There is a sense of joint ownership over spaces • All are included in decisions about décor • Privacy and private spaces are respected
<p>6. When there is humour, laughter and fun. This is true for persons with dementia, family members and staff.</p>	<ul style="list-style-type: none"> • There are spontaneous laughter and smiles everywhere • Older persons, family members, and staff have fun together and feel joyful, happy, and loving • There are opportunities to celebrate both small and significant milestones • People experience a sense of comfort and peace • Staff indicate they have fun in their jobs
<p>7. There is education, knowledge and support.</p>	<ul style="list-style-type: none"> • There are regular and diverse opportunities for education • New learning is provided for all • There are opportunities to share wisdom, experience and knowledge in interdisciplinary teams • People have an increased sense of confidence in their roles • People are open to change • People are willing to contribute • People apply learning to practice