



# MyLife in Community Care

Relationships at the heart of good care

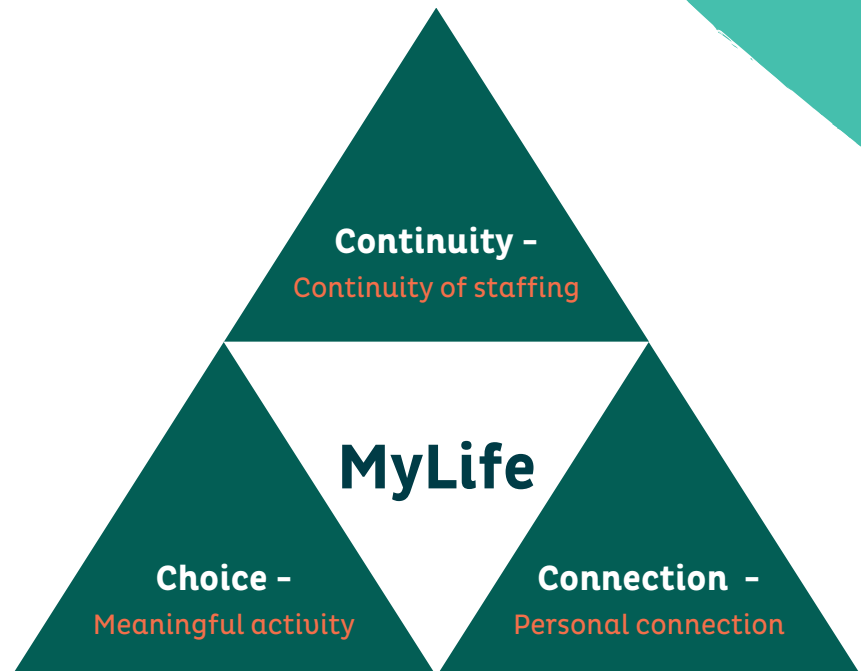
**Whiddon**  
Award-winning care



# The power of relationships

Research and more than 70 years of feedback from those in our care tells us that meaningful day-to-day relationships with care staff results in a better quality of life and more meaningful activity for clients. Relationship based care empowers clients and families to be true partners in their care and gives permission and the right skills to care staff to build deeper relationships.

Our rostering in community care services ensures that each client has a core and consistent team of care staff, so that deeper relationships can be built. In addition, care staff work with clients and families to set wellbeing goals around the client's social and physical needs.



All Whiddon care staff are trained through a specific MyLife training program which equips

our team with the skills, new techniques and approaches to deliver relationship based care.



# Features of Whiddon's MyLife program

## All About Me

As a first step, Whiddon care staff work with clients and families to create an All About Me sheet for the client, describing the things that matter most to them in life. Care staff also give their All About Me sheet to client, as they share their stories with each other.

## Health benefits to residents

The program has a reablement focus with staff encouraging residents and clients to take more exercise and to continue to perform daily tasks. The University of Sydney measured the effects of the program on our residents. They found, over a 12 month period, that it significantly improved mood, physical function and social engagement and participation. It also improves job satisfaction for staff as they work in a stronger team environment.

## Meaningful Moments

Care staff engage with clients, building on what they know and aiming to personalise the service and help clients meet the goals that really improve their quality of life.

For example, one gentleman, recovering from a mild stroke, wished to get strong enough to travel to Scotland to see his family. As part of his home care service agreement we help to take him to the physio appointments recommended by his GP and also encouraged and motivated him to do his

exercises while we cleaned his house. We took him around the block to build up his stamina and to keep him moving, and also explored hydrotherapy options. We supported him to renew his passport, which had lapsed, printing off the form and took him to the post office to submit it.

We celebrated his trip with him when he returned, chatting about it and reviewing photographs. Then we set a new goal with him of a trip to Queensland to visit other family, and supported him to make this trip come true, liaising with family on his behalf.

Another lady shared her goal with us to remain mobile for as long as possible but her home care service agreement only covered cleaning. Her care worker practices Tai Chi so by mutual consent the staff member cleans priority areas in her home and then they spend the remaining time doing Tai Chi together – something they both love and gain great satisfaction from.



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Live the life  
you want and  
we'll take  
care of the  
rest  
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## Contact us

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