Resident and Family Centered Focus Group Meeting

March 20, 2017

1400-1500

4th floor

**Attendance:** Hillary (resident), Debbie M, Kim W, Ken R, Debbie C, Joanna J, Winnie (family), Norma (family)

**1.0 Welcome-** Ken welcomed everyone

**2.0 Review of last meeting**- Minutes were sent via email to all families. No changes.

**3.0 Quality Plan.** Deferred until the next meeting, as the results will be shown on the TV in the 4th floor lounge

**4.0 Survey for RFCC.** Kim reviewed the results of the survey, some of the comments back were around the consistency of care at the weekends, lack of meaningful activities for the resident, choice at mealtimes which are all issues that we are working at improving. Overall everyone was satisfied with the care that is being provided at SVNH.

**5.0 Education-** Kim discussed some of the education opportunities that will be provided such as cognitive changes in residents with MS. The sessions will take place in the 2nd floor conference room, the dates and times will be posted in the elevator.

**6.0 Terms of Reference-** Ken presented the Terms of Reference (handout). Some adjustments were made regarding the wording and the listing of the members to the committee. If there aren’t any family or residents available for the meeting, then it will be postponed to another date.

**8.0 Other discussions-**

1. **Alzheimers Society Support Group-** Discussed holding a possible support group at SVNH, as the Alzheimers Society holds one in the evenings at Camp Hill, and family members have discussed that they don’t want to travel at night to the meeting.
2. **Residents passing away-** family asked if the residents are made aware when another resident passes away on the floor. If the resident sat at the same table, then the staff might say something to the resident, or those residents who are more cognitively aware will hear the staff talking about the resident. Staff do not generally make a point of saying who passed away as it may cause confusion, and the resident will be sad but might not remember why they are sad which could be upsetting for the resident.
3. **Support Service Manger retiring-** Ken discussed that Valerie Millington Support Services Manager is retiring, and looking at ways to best replace her, asked for any ideas/feedback.

Respectfully Submitted,

Joanna Johnson