

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	April 24 ,2018	Meeting Time:	2:00
Chair:	Ken Rehman	Meeting Location:	4th Floor
Recorder:	Kim Wright	Next Meeting Date:	May 29 th , 2018
Attendees:	Winnie Forbes, Frank Fleming, Sarah Densmore, Brian Bowers, Krista O’Hearn, Pat Power, Elsie Lewis, Kim Wright, Hilary Wellard, Kathy MacDonald, Tracy Slaunwhite		
Regrets:			

1.0 Welcome

2.0 Meeting minutes from March 27,2018 were distributed

3.0 Business Arising

3.1 Kitchen Renovations – Krista provided an update on the renovations. Phase 1 is almost complete. Phase 1 involved the dishwasher room so disposable dishes and glasses needed to be used. This phase will be complete on Saturday. The next phase involves the kitchen itself and the use of the mobile kitchen will be needed. Residents may see a few changes to the menu including the addition of a seafood platter. If you have any concerns, please see Krista, Nutrition Services Manager

Action	Krista to continue to provide updates on white board outside the main kitchen
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3.2 Menu Planning Committee- The next meeting of the Resident Menu Planning Committee is May 1st. All residents are welcome.

3.3 Stock Medication- Ken is in no rush to implement not providing the over the counter medications as we currently do. The benefits of having the medications provided by pharmacy would be: more efficient for nurses during medication pass, less likely to have a medication error. The cons include the added cost to residents and families.

3.4 SVNH Equipment Rentals- Ken discussed the cost to maintain equipment such as wheelchairs and mattresses owned by SVNH and used by some of our residents. SVNH is considering a rental fee for the equipment to help cover the cost of replacement parts and general maintenance of the equipment. Ken to follow up with details.

Action	Ken to follow up with a rental plan.
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3.5 Strategic Plan- Ken discussed the progress made so far on the development of our plan. The team meets again next month.

4.0 New business:

4.1 Outbreak follow up- We experienced two outbreaks within the last month- Norovirus and Influenza-like Illness. The outbreak lasted 5 ½ weeks and affected activities, church services, etc. Thanks to all the staff, residents and families for your patience and also for helping us to get over the outbreak so our residents can resume their usual activities.

4.2 Annual Resident Care Quality Report- Kim provided copies of the report and discussed it briefly. We are always striving to improve as can be seen in this report. A copy will be available on our website svnh.ca as well in the front lobby. Any questions regarding the report, please see Kim or Ken.

4.3 Resident and Family Satisfaction Survey- It is survey time again. Kim to issue the survey through email and post for those who have not provided an email. We encourage all families and residents to complete the survey, let us know how we are doing and what can we do better. Surveys to be returned to reception by May 31st.

Action	Kim to send out survey to families and provide copies for residents who would like to complete.
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Round Table:

Winnie expressed how the revised care directives are much clearer and easier to understand. Brian requested a copy to be emailed to him.

Sarah reported that “Paint Nite” has grown into “Art Expression” to include more residents who may not be able to follow the format of “Paint Nite.” See the results on our lobby screen and on Facebook.

Sarah also reported that the music therapists have begun. They are focusing on 12 residents with concerns with responsive behaviors. The plan is to create a large group activity such as a resident and staff choir.

Respectfully Submitted,

Kim Wright