

RFCC Advisory Group Meeting June 26th, 2018
Minutes

Attendees: Violet (2), Sara (Rec.), Natalie (Student), Nancy (Family), Harry (5), Winnie (Family), Carol (Family), Linda (Family), Hilary (4), Pat (5), Frank (5), Vera (6), Ray (Family), Jean (6), Bernie (4), Brian (Family), Emma (4), Gerry (Family), Julie (4), Norma (4), Mereda (6), Kim (Family), Michelle (Rec. Student), John (4), Viola (6).

Facilitator: Kim Wright

Recorder: Natalie

Resident and Family Resident Care and Quality of Life Survey

Survey responses were collected at the end of May. The survey was a follow up to last year's survey. The response rate was higher than previous year with 36 family members responding.

Results from this year were more positive than previous year.

- Leading **satisfaction** statements were discussed. Key points:
 - My room is clean – Krista O is now manager of support services. Deep cleaning of rooms will be scheduled soon
 - My privacy is respected
 - I am satisfied with the quality of care and services I receive
 - Staff treat me with compassion and respect
 - I am helped when I am in pain or uncomfortable.
 - Staff demonstrate a genuine concern about my well-being

These statements are comparable the leading satisfaction statements from the 2017 survey.

- Top areas of **dissatisfaction** were discussed. Key points:
 - The care I receive is consistent every day. This is at the top of the list every year and is a difficult issue to tackle due to staff turn over and having agency staff in to cover shifts. We are working towards standardized care plans so staff can be more consistent.
 - Staff respond quickly when I ask for assistance
 - I participated in meaningful activities in the past week
 - There is a variety of individual and group pastoral care programs that support my spiritual beliefs
 - I am satisfied that my questions and concerns are answered and followed up on

Action Plans

- Kim included in the report action plans for each area of items we can improve on. We are looking for input from residents and family members as well.
- **Meal service**
 - Actions from the past year:
 - Menu Planning Committee of residents and staff has been formed to get feedback on meals. Nutrition Services staff have been great at responding to requests.
 - Nutrition Services staff have new uniforms. Other staff, residents, and family members have all noted how much they like the new uniforms.
 - Our dietitian's role has been expanded to oversee RFCC needs.

- Breakfast service was made later and is now served at 8am to allow for more time for morning care and more time to sleep in!
- Meal service audits are completed quarterly to ensure quality
- Proposed actions for coming year:
 - We will be getting new, smaller hot carts for all the units. While we would love to provide tableside service this is likely not possible due to the size of our dining rooms. New hot carts will allow nutrition services staff to stay on the units longer to make sure residents have what they want and more time for second helpings.
 - Diet sheets will be updated. Our diet sheets let staff know resident likes and dislikes, as well as any allergies. They are currently a bit difficult to read and we will be changing to a more user friendly format.
 - Education of our nutrition services staff on resident approach when serving meals to improve our customer service
- **Resident Care:**
 - Actions from the past year:
 - Introduction of care plans to help provide consistency of care.
 - The Positive Physical Approach is being taught to all staff at Saint Vincent's. This teaches staff about respecting residents. Kim provided a demonstration.
 - Staff also must complete education each year on prevention of abuse.
 - The admissions process has changed to make the process less stressful for family members. This was started with the help of two families and this advisory group.
 - Kim has a new position which allows her to focus more on quality improvement and risk management.
 - We installed a new heat pump in the chapel this past year. The space is now much warmer for residents.
 - New fence was put up this past year thanks to the input from residents, families and this committee. Residents, family, and staff agree that the garden is more beautiful now that the wooden fence is gone. There has been some planting going on out there already. It has been noticed that community members have also been enjoying the garden. We will be adding a wheel chair swing to the garden soon.
 - Proposed actions for coming year:
 - Point Click Care is a proposed action for improving consistency in care. This would be electronic documentation likely with tablets. Care plans would be easy to view and items can be clicked off when complete.
 - Review of physiotherapy services will be completed. There have been some family concerns about residents not getting a chance to participate as much as wanted, and concerns about recovery time following injuries.
 - Orientation – we will be starting a mentoring program to orient new employees.
 - Communication with family members – family members should be getting updates (phone calls) whenever there is a change in a resident's status. Family should also be contacted for anything that requires consent such as restraints or medication changes. Family member commented that this has been much better lately and she received a call just the other day to update her.
 - Establish a plan to ensure staff consistency on units through staff attendance program and staff retention program

- **Recreation Therapy**

- We have had a busy year! Actions from the past year:
 - Music therapy has started. We have 2 music therapists who are here 3 days a week. This program has been enjoyed by all residents who attend.
 - There was a request for more evening programs. The Crafty Cronies started recently. This is a program that runs every Tuesday evening after supper. There have also been an evening men's club; the last one was an evening of hockey and pizza!
 - Travelling tuck shop has been very popular with residents.
 - Paint night was successful as well and has turned into Art Expression which is enjoyed by all who attend.
 - The doll/cat therapy program launched this year as well.
 - iPod therapy has also been launched this year for residents who enjoy listening to music. If family members think a resident would benefit from this just speak with Rec. Therapy.
- Proposed actions for coming year:
 - Virtual Reality (VR) goggles – we have purchased a pair for resident use. Our Rec. Therapists attended a meeting at Northwood where they also have a few pairs. VR goggles are being used as a therapy tool. A 3D video of Nova Scotia has been made for another facility and we are hoping to get use of it as well.
 - There is a proposed action of getting residents involved with meal preparation.
 - We are always looking for more volunteers!
 - We will review resident's spiritual needs. Currently we offer Catholic mass 3-4 times per week, however other denominations are less frequent. We are hoping to increase our non-Catholic services; however it can be difficult to get ministers. We are hoping to start a formalized hymn sing to meet the spiritual needs of all our residents.
 - Windsor Room – this is not currently available due to the kitchen renovations. Once the renovations are done we are looking to revamp the space to make it more user friendly.
 - We are also looking into making the chapel more of a multi use space as it can accommodate lots of residents.
 - Garden club – 1st meeting was a couple of weeks ago. Since then, some planting has been done including vegetables, herbs, and annuals.

Round Table:

- A family member brought up a concern about the walk way from garden patio to pavement. This area is uneven and it is very difficult to move wheel chairs over. Kim will be doing a risk assessment of this area. We are looking into re-doing this area to accommodate the wheelchair swing.
- A resident asked about bus tours. In July each floor will be taking a bus ride and possibly stop somewhere for ice cream. More details and dates to follow.
- Norma mentioned that dietary here at Saint Vincent's is very good!
- Cold food is an issue we often hear about, especially from those who eat in their rooms. We are looking into the possibility of getting warming carts so that trays of food can be kept warm. This will likely happen in the following year. Residents should not hesitate to ask staff to heat up food, coffee, or tea if needed.
- If anyone has questions about the survey results, please contact Kim Wright.

Meeting adjourned. Next meeting September 25th.