

Resident and Family Centred Care  
Advisory Group



MINUTES

<b>Meeting Date:</b>	November 20, 2018	<b>Meeting Time:</b>	2:00
<b>Chair:</b>	Lauren Richardson (Dietitian)	<b>Meeting Location:</b>	4th Floor lounge
<b>Recorder:</b>	Joanna Johnson (RCM)	<b>Next Meeting Date:</b>	January 22, 2019
<b>Attendees:</b>	Harold (Family-6); Brian (Family-3); Winnie (Family-2); Nancy (Friend-5); Harry (resident-5); Kim W (Director of Quality); Ken (Director of Resident Care); Rona (Resident-6); Tracy (Dietary); Hilary (Resident-4); Amy (Rec Therapy); Debbie M (Chaplain); Roisin (PT)		
<b>Regrets:</b>			

- 1.0 Welcome and introductions
- 2.0 Meeting minutes from October 23, 2018 distributed
- 3.0 Additions to the agenda: nothing to add
- 4.0 Business Arising
  - 4.1 **Kitchen Renovations** – There are a few more items that need to be completed such as waiting for the ventilation to be completed, and electrical wiring for the new hot carts. Thank you for all of the residents/staff/family patience during this project.
  - 4.2 **Equipment rental:** Ken discussed that this will take place in the new year, we need to take inventory of the equipment.
  - 4.3 **Over the Counter (OTC) medications:** brief discussion regarding the OTC medications being put in the pouches rather than the registered staff pouring the medications during each med pass. A letter will go out to families in January with an implementation of February 2019, as there will be an addition cost to residents for this change.
  - 4.4 **Strategic Plan:** this will be going to the Board of Directors this evening. The focus will be on communication, safety, RFCC, staff/employees
  - 4.5 **Palliative Care Pathway Policy:** Dr. Clarke is reviewing the current policy, once it is completed then it will be shared via e-mail.
  - 4.6 **Fall Fair:** This event is taking place on Nov 30<sup>th</sup> from 0900-1300 in the Windsor Room. There will be a new to you table, bake sale, crafty cronies will have a table, in the lobby there will be a silent auction. This is the biggest fundraiser, and all proceeds will go towards recreation activities for the residents (such as bus trips and lobster dinner)
  - 4.7 **Pastoral Care Update:** There is a crisis for the Catholic Services as Father Cosgrove will be away from December 16<sup>th</sup> to April and possibly longer. We will likely not be able to have as many Catholic services during the week. Angela is contacting the archdiocese to see if they can help out. There is also discussion having a lay person to provide services, or have a priestless service. There will still be a Christmas Evening Mass which will be held at 1:30pm.
  - 4.8 **Point Click Care Update:** The implementation date will be March 4<sup>th</sup> for electronic charting. More information to come

- 4.9 **Family Support Group:** Debbie M (Chaplain) will be holding a meeting on December 3<sup>rd</sup> at 1030 which will assist family members connect with other family members and provide support for each other.
- 4.10 **Cannabis Policy:** it is still being worked on, as the Standards Committee still had some question. Physicians will need to be involved as there could be interactions with the resident's medications. We are also looking at the risk to staff who are looking after residents who could be impaired.

#### 5.0 New Business

- 5.1 **Environmental Services Uniform Proposal-** The proposed uniform would be a grey top and black pants, looking for some feedback regarding the idea.
- 5.2 **Fall/Winter Menus:** The new menu went into effect on November 19<sup>th</sup>, there will be more soups/stews/boiled dinners etc.
- 5.3 **Menu Committee Meeting:** On November 27<sup>th</sup>, there will be another meeting with residents to review the menu and provide some input into what they are eating.
- 5.4 **Memorial Service:** There will be a memorial service on November 29<sup>th</sup> at 1:30 in the chapel with a reception in the Windsor Room.
- 5.5 **Christmas Dinner Tickets:** Dec1-14<sup>th</sup> we will be selling tickets for the Christmas Dinner. They will be \$15 per person with a limit of 4 people per resident (not including the resident); it will be first come first serve basis for the tickets. The meal will be at noon in the Windsor Room.
- 5.6 **Dining Experience Update:** The next phase for the dining experience is ready. This will involve putting the smaller hot carts on the units which will stay on the units longer. There will also be training for the nutrition service, as well as, a meeting for nursing and nutrition services to make the meal service the best it can be. Lauren will also be going to Windsor Elms to see how they changed their dining experience.
- 5.7 **Unit Christmas Parties:** The notices have been posted on each unit and at the elevator. Please RSVP so that we can ensure that there are enough chairs for family/friends, as well as, for planning on where everyone will sit in the Windsor Room.
- 5.8 **Quality Report review (Sept, Oct, Nov):**
- 5.8.1 We have a very low medication error rate, this is as a result of both Nursing and Pharmacy staff catching the errors before they reach the resident.
  - 5.8.2 Falls: there are several residents who have had multiple falls, so for prevention we discuss the use of hip protectors, extra checks on the resident, toileting program. Of the falls, we only had one that resulted in a fractured hip.
  - 5.8.3 Restraints: our rate for physical restraints is 26% which is the use of a half door, pin lock belt or a table tray. These need to be reassessed every 3 months to see if they are still appropriate
  - 5.8.4 Chemical Restraints: Staff ensuring that the PRNs are for appropriate use such as physical aggression or agitation, and not for excessive ringing call bell or wandering.
  - 5.8.5 Infection: our infection rate is very low due to good handwashing and cleaning.
  - 5.8.6 Pressure injuries: we are still higher than we would like to be. For those pressure injuries that are Stage 3 or higher we report to the Department of Health and Wellness. Most pressure injuries are preventable, and we have additional equipment such as wedges, booties and mattresses for those who are at risk to develop a pressure injury,

6.0 Next Meeting: January 22, 2019

Respectfully Submitted,

Joanna Johnson