

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	January 28, 2020	Meeting Time:	2:00
Chair:	Lauren Richardson (Clinical Dietetic Manager)	Meeting Location:	chapel
Recorder:	Joanna Johnson (RCM)	Next Meeting Date:	February 25, 2020
Attendees:	Brian (Family-3); Julie (Resident-4); Bobby (Resident-3); Marisa (Rec); Helen(Resident-6); Brenda (Family-6); Diana (Resident-2); Kim (Director of Quality); Debbie (Chaplain);Ken (Director of Resident Care); Greg (Resident-4); Rene (Resident-4); Peter (Resident-2); Doug (Resident-4); Anya (RCM); Norma (Resident-4); Frank (Resident-4); Robert (Resident-5)		
Regrets:			

1.0 Welcome and introductions

2.0 Meeting minutes from November 26, 2019 discussed

3.0 Additions to the agenda: 5.7 Crafty Cronies update

4.0 Business Arising

- 4.1 **Support Services Update:** There is a menu committee meeting being held on Feb 6th to discuss the menu items for the next couple of weeks. There will be a special Valentine’s Meal on the 14th which will consist of Chicken Cordon Bleu with cheesecake for dessert. No updates for Environmental Services.
- 4.2 **Recreation Update:** Christmas Parties were a huge success for the units, along with the New Years Eve celebrations. The calendar is full for the month of February with some special activities such as a choir performance by our very own SVNH choir, tea social and the Cupid’s Cart for Valentines Day celebrations. They are also looking for volunteers to try the virtual reality program, so if you are interested please let the Rec department know.
- 4.3 **Pastoral Care Updates:** check the calendar for the services that will be offered in February, as there will be several denominations coming in to do services for the residents.
- 4.4 **Accreditation 2020:** we are an accredited facility, and we are due for another visit in October 2020. So to prepare for this, we need resident and family volunteers to assist us with the process, and providing feedback and being part of the team. If you are interested, please contact Ken Rehman at ext 122.
- 4.5 **Family Council:** this is a licensing requirement to have a family council. We have attempted to have one several times, however, there hasn’t been any interest. This council is to be run by family members and to have access to the management team for any questions and feedback. If anyone is interested please contact Ken Rehman at ext 122.

- 4.6 **Ethics Committee:** the committee meets every three months, or sooner if there is a referral. We will be doing a display in the lobby of who we are, what we do etc. We are always looking for new members, so if anyone is interested please contact Lauren at ext 104.
- 4.7 **4th level workers:** we have been short on weekends with CCA staff which is common across the LTC sector. One measure that is being taken is hiring 4th level workers who assist with making beds, feeding etc, but cannot provide personal care to the residents. We have two staff who come on Saturdays and Sundays from 0800-1600, and are distributed to the floors that need the assistance which is determined by the RN with the staffing binder.

5.0 New Business:

- 5.1 **QIP for Meal Service- Dining Questionnaire:** Lauren met with the Resident Care Managers to discuss the dining experience, and get their feedback from the audits that they completed. The next step is to meet with both nutritional services and the nursing department to help improve the dining experience. There has also been a trial of a continental breakfast (muffins, cheese, fruit etc) being served on the 5th floor for those residents who are not awake for breakfast. Lauren also discussed the questionnaire that she will be coming around to complete with a sample of residents from each floor.
- 5.2 **Family Meals:** Family members are able to purchase a meal card from the business office, so that they can eat a meal with their loved one. There is a binder at the front desk to sign up for a meal or call to arrange for the meal. If a family member wants to eat lunch with the resident they need to call by 9am to ensure that there is sufficient time for the cooks to prepare enough food to accommodate the request.
- 5.3 **Request for Volunteers:** We are always looking for volunteers to either come in and complete an activity with the residents.
- 5.4 **Palliative Dignity Quilt:** To ensure that our residents continue having dignity and respect once they pass away, a quilt was donated to Saint Vincent's. The purpose of the quilt is to drape it over the resident when they are leaving the facility, and have a member of our staff walk with them. We will eventually have one quilt per floor, which will be kept in the clean utility rooms.
- 5.5 **Resident and Family Satisfaction Questionnaire:** The surveys were e-mailed out and available the middle of December, and only 28 were returned. There was an extension to the end of January, and to date only 5 more have been received. The surveys were given to the RCMs to hand out, and put on the units for more responses.
- 5.6 **Q3 Quality Report (Oct/Nov/Dec 2019):** The report is a good news report, and the staff should be commended on a job well done.
 - 5.6.1 **Medication Management:** 7 medication errors that reached 7 residents which included meds being given at the wrong time, wrong dose, medication given to the wrong resident, patches not being removed etc. There were 7 pharmacy medication errors that were caught prior to administration. Registered staff to follow the policy of 2 staff to verify the orders.
 - 5.6.2 **Falls Management:** There were 124 falls this quarter involving 49 residents which equates to 33%. 19 residents had multiple falls which was 94 of the 124 falls, with one resident falling 30 times. Half of the falls occurred between the hours of 1900-0800. One action plan to address the falls is to have interdisciplinary unit huddles to address the interventions required to prevent the falls such as toileting schedule, hip protectors etc. Majority of the injuries from the falls were hematomas or lacerations with one resident who fractured their hip and passed away shortly after.

- 5.6.3 **Least Restraint:** We currently have 15 (10%) of our resident using physical/environmental restraints. 42 of our 149 residents are using positioning belts while in their wheelchairs.
 - 5.6.4 **Appropriate use of antipsychotics:** Of the 24 residents receiving antipsychotics, there was indication of physical/verbal aggression, anxiety, agitation etc.
 - 5.6.5 **Infection Control:** our infection rate is very low
 - 5.6.6 **Pressure Injuries:** 4 residents developed new pressure injuries this quarter for a total of 7 pressure injuries.
- 5.7 **Crafty Cronies:** This has been a popular program that occurs on Wednesday nights. It started out with a handful of residents and has now blossomed to 21-24 residents who attend. Due to the limited number of volunteers to assist with this program, and with the amount of prep work required for each session, this group will no be taking any new members at this time. There will be a waitlist for new members, so please let Kim at ext 101 know if you would like to be on the waitlist.

6.0 Round Table: no items discussed

7.0 Next Meeting: February 25, 2020

Respectfully Submitted,

Joanna Johnson