

RIVERSIDE GLEN

Focus Group Questions

Date:

Participants:

1. When you reflect on quality of care of residents/families, what works well here?
2. What you reflect on quality of care of residents/families, what gets in the way? What keeps you awake at night?
3. What is the legal view on inclusion of the health centre and education spaces in the centre? What is the best practice direction?
4. How were residents/families engaged in the process to include these spaces? What are the current engagement mechanisms?
5. What promises were made about these entities? Have these promises been kept?
6. What are the concerns of the residents/families about these entities? Are these concerns shared by the majority of residents and families?
7. How are the concerns raised? How are they escalated? What are the normal mechanisms for raising and escalating concerns? How are the concerns addressed?
8. Are there underlying quality and safety gaps that have given rise to these issues? What are they?
9. How could the matter at hand been dealt with differently? What is your advice going forward?
10. If you can influence one recommendation in the report, what would it be?