

Riverside Glen Family Council Issue Tracking Report

Printed

March 21, 2014

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
47	Mar 2 2014	Clarification of concern #24: Our family members live in this building, it is their home. Family Council feel it is our right to know who is operating within this building and who the responsible parties are, so these parties can be contacted directly in the event of any concerns that may arise. That is why we would like to know who the leasee and lessors are of the "Health Centre" and "College Classrooms". Could Kim Sutherland please arrange for this information to be shared with Family Council.	Leases are in place for the spaces used by the Health Centre and Conestoga College. The Health Centre, Conestoga College and Riverside Glen have different mechanisms for addressing issues.	Mar 19 2014	15	

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48	Mar 2 2014	Family Council are concerned that RPNs and PSWs are doing double shifts. Overtired staff are putting resident care and safety at risk, as well as their own health and safety. Could Kim Sutherland please address this issue.	For any number of reasons our team members may choose to pick up extra shifts should they become available and the leadership team is careful to monitor the amount of overtime each team member works. Our goal is to ensure that a positive work/life balance is achieved while also ensuring that the residents receive the best service possible. We have seen no indication that anyone's safety has been compromised because of "double-shifts," yet if anyone notices a specific instance that has arisen that raises concern, then we encourage immediate notification and we can evaluate at that time.	Mar 19 2014	15	

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49	Mar 2 2014	<p>Follow-up for concern #27: Thank you for addressing the use of the classrooms in the basement. Family Council had also asked about the use of other rooms within the LTC. We are aware that Overeaters Anonymous continues to use the "Plant room" on the second floor for its meetings. Are there other groups that are using LTC rooms? We feel this practice is a violation of residents' right to a safe and secure home and compromises infection control. Unsupervised, unscreened members of the public are using an area that is within the home. Can Kim Sutherland please address this issue.</p>	<p>Overeaters Anonymous does use the LTC horticulture room once a week for their meetings. They have used this room for over 6 years and are a trusted community group. The meetings are scheduled later in the evening to avoid using resident space during busy daytime hours. The group is small and all of them understand the importance of hand sanitizing upon entering and exiting the building as well as not entering the Village if they are sick. The RN is in charge in the evenings and monitors this group.</p>	Mar 19 2014	15	

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50	Mar 2 2014	<p>Follow-up for concern #28: Staff have been observed parking in both the Front Retirement and Long Term Care parking lots 24/7. Family Council is aware that members of Residents' Council have made management aware of this and even provided pictures as documentation. Families and other visitors are often unable to find a parking space in these lots during weekdays and weekends. If the current policy you quote was being enforced, then this concern would likely be addressed. We are not unsympathetic to the fact that the rear parking area is icy and the weather is cold, but staff are young and healthy and have access to the building through the secured rear entrance, whereas many of the visitors to the home are not able-bodied and find it difficult/impossible to walk from the rear lot to the LTC entrance in good weather, never mind the current conditions. If the policy is changed, to only allow the night shift to park in these lots and measures were taken to deal with the ice and snow in the rear lot, then surely it would be easier for management to control. Can Kim Sutherland please address this concern.</p>	<p>To clarify, members of Resident council have not spoken to any members of management or provided pictures to date. Every day the parking lot is monitored and team members are given one opportunity to move their vehicles. Team members receive one verbal warning and one written warning. If they continue to park in the visitors spots after these warnings, their cars will be ticketed and then towed.</p>	Mar 19 2014	15	

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51	Mar 2 2014	Family Council recommends that all residents or their POA's receive a copy of the LTC residents' handbook. Can Kim Sutherland please respond to this recommendation.	All residents upon admission receive a copy of the Residents handbook. We also have hard copies available if resident request additional copies. Please see Tina.	Mar 19 2014	15	
52	Mar 2 2014	Family Council is concerned that the lost and found laundry cart is not available frequently enough for residents and families to retrieve lost items. Please could management arrange for the lost and found cart to be brought to the main floor of LTC weekly and include at least one weekend day and put the schedule in the foyer of LTC. Can Kim Sutherland please address this concern.	We can certainly bring the lost and found cart up weekly. This will be addressed at the next Leadership meeting to set a consistent schedule. Once the schedule is confirmed, it will be posted	Mar 19 2014	15	

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
53	Mar 2 2014	<p>Clarification of concerns #40 & 42: Some staff members do not follow residents' special dietary plans and toileting requests/schedules. Some teams work hard to meet residents' needs for care and keep them clean, well groomed and adhere to dietary and care plans, while other teams leave residents soiled, unkempt and ignore dietary and care plans. In other words, there is not consistency in care. Most residents cannot advocate for themselves. Whose role is it to oversee and audit resident care? Can Kim Sutherland please address this concern.</p>	<p>Consistent and quality care is our commitment and we strive to ensure all team members in each neighbourhood have an equal understanding of the needs of each individual resident. We are pleased to announce that we have successfully rolled out our new orientation education process in February to ensure that all new team members have the training and time required to understand our policies and procedures thoroughly. We have extended orientation from one day to three. New team members spend their first job specific orientation day with a preceptor who is scheduled as extra so that all job specific duties can be reviewed in detail. Our RAI/QI nurses are responsible to audit resident care and educate team members on our policies and procedures. Our RAI/QI nurses are directly supported by the Assistant Director of Nursing and the Director of Nursing, and we encourage anyone who notices inconsistent care in any form to discuss this with a member of the leadership team so the issue can be addressed immediately.</p>	Mar 19 2014	15	

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54	Mar 2 2014	Follow-up for concern #43: What point of care system are you planning to implement? Are you receiving technical support from the supplier of this system to expedite the resolution your compatibility issues? How are you achieving your mandatory reporting to MOHLTC without the point of care system? Can Kim Sutherland please address this concern.	- The mandatory reporting that our RAI/QI nurses are responsible for is completed on our current Goldcare system. All assessments are completed on selected residents quarterly and submitted to the MOH. The POC system we are referring to is a separate computer program that will essentially transfer the Personal Care Aide's flow sheets to an electronic version. This is not a mandatory system, but we hope will help decrease the amount of documentation time.	Mar 19 2014	15	

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55	Mar 2 2014	<p>Family Council are concerned that there are insufficient staff to assist residents with feeding at meal times. Recreation staff and float PSWs that were promised as assistants to feeding, are often absent at meal times, leaving some residents unfed, underfed or fed well after the meal time with cold food. Can Kim Sutherland please address this issue.</p>	<p>Currently our float PSW assists residents in the dining room in either Eramosa or Arthur for the first 30 minutes of the meal and then they will assist in Nichol for the remainder of the meal time. These three neighbourhoods have the highest number of residents who require assistance to eat. The recreation team members assist with one meal per shift in order to provide meaningful activities with the residents during the rest of their time in the Village. A PSW from the Erin and Puslinch neighbourhood assist in the Nichol dining room once all the residents are served on Puslinch and Erin. Team leaders have been advised to call their Neighbourhood coordinators or Charge nurse if they require additional help in the dining room and we will pull in support as required. We would welcome any volunteers from the Family council to assist in the dining rooms if desired.</p>	Mar 19 2014	15	

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56	Mar 2 2014	Family Council are concerned that recreation staff do not have many activities of interest for male residents and staff often only approach a resident once to engage them in an activity and if they refuse they are not asked again. Can Kim Sutherland please address this issue.	- Thank you for this feedback. We have held men's groups in the past and do want to continue to provide this for our residents. This feedback will be provided to Ted Mahy, our Director of Recreation. We will discuss how to increase male specific programs and provide additional information to the family council next month.	Mar 19 2014	15	
57	Mar 2 2014	Follow-up for concern #46: Family Council are concerned that your response says "we encourage all of our registered team members to notify families whenever there are medication changes". The resident's bill of rights states that residents have the right to "give or refuse consent to any treatment, care or services for which his or her consent is required by law", surely this also means that resident's POAs/substitute decision makers should have the same right to give or refuse consent and this should be prior to implementation. Can Kim Sutherland please address this concern.	The process and guidelines for providing information is different for families, in general, relative to a POA/SDM. Many individual factors are involved starting with the capacity of the resident to consent. We would be happy to provide materials which outline the factors involved and/or to speak with Family Council on this further.	Mar 19 2014	15	

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58	Mar 2 2014	Family Council request the results of the most recent QOL surveys administered to residents. How many residents participated? What were the results for each question? What was the breakdown of the results by neighbourhood? Can Kim Sutherland please arrange for this information.	Kim will provide a copy of the latest Quality of Life results to the family council.	Mar 19 2014	15	
59	Mar 2 2014	Family Council would like to examine and fill out copies of the "Family satisfaction survey" for long term care. Can Kim Sutherland please arrange for this for our March meeting.	The Family satisfaction survey is still being rolled out to all our Villages. A copy of the survey will be provided to the family council.	Mar 19 2014	15	
60	Mar 2 2014	Family Council are concerned about the lack of towels, face cloths and peri cloths available for resident care. Can Kim Sutherland please address this issue.	A count of all linens is done daily at the end of each shift. This count travels to the laundry room where the linens are topped up depending on the number to ensure there is enough supply. It is easier for us to track any deficiencies in the system at the moment there is not enough supply on the neighbourhood rather than later. We encourage residents, families and team members to notify their neighbourhood coordinators as soon as they notice they do not have enough supplies and we will be happy to provide more.	Mar 19 2014	15	