

## Family Council Minutes

Meeting Date: July 30, 2015

Time: 6:30 – 8:00 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Guest Speakers: Melanie Dow & her team (Behaviour Supports Ontario) & Scott Lebrun (Restorative Care)

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Four members attended the meeting.

(times are approximate)

6:30-6:45 pm

Welcome new and returning members.

Distribution of sign in sheet, agenda, previous month's meeting minutes, management responses (none this month), sympathy card.

6:45-7:30 pm

Guest Speakers: BSO Team & Scott Lebrun

-BSO team now renamed PERT (personal expression resource team) in Schlegel Villages

-their role is to help staff deal with residents who display "difficult behaviours" and design strategies to cope with these residents, it can be a lot of trial and error, since every individual reacts differently to interventions and strategies

-Melanie RPN has 7 shifts over 2 weeks and supports all neighbourhoods

-Mandy & Jen PSWs have 5 shifts each over 2 weeks, each supports three neighbourhoods

-all have taken extra training eg. PIECES, GPA, Montessori, "Living in my today", Validation training, etc

-this team has been working together for about one year

-Melanie has been involved with BSO work for about 2.5 years

-there has been some form of BSO team for about 4 years

-they provide education for team members, arrange for outside speakers and

are part of the three day orientation for new staff members

- 21 residents are on their case load

- they review the DOS for new residents and offer support as needed

- they get information from each new resident/POAs to create a "life story"

- they work one to one with residents as needed

- they organize activities for residents, both individuals and groups

- they consult with a psycho-geriatrician as needed, and liaise with other BSO teams in the LHIN and other Schlegel homes

- members suggested that PERT team could incorporate more music in the dining rooms and look at music preferences for residents with regards to music therapy and activities

- a staff member commented that they have had experiences where particular songs or music have evoked undesirable responses in residents

- the team will try to use ipod play lists and "life stories" to choose suitable music for residents

- Scott Lebrun RPN is the Restorative Care team lead, he works in this role 2 days a week

- Jen PSW works part time in restorative care and Melva PSW works full time in restorative care

- this program was implemented 3-4 months ago

- focus is primarily on helping residents recover from traumatic injury (eg hip fracture) or stroke, to maximize return to former functional ability, in addition to physiotherapy

- 12 residents are in the program at any given time

- efforts include restoring range of motion, walking ability, swallowing ability, decrease contractures post stroke, restore ability for self care activities, decrease incontinence, etc

- Restorative care team do not have enough time to work with all 12 residents every day and need regular care PSWs to incorporate restorative practices into their work with residents... this is not happening enough

- the restorative care team try to coach PSWs but it has been difficult

- members commented that PSWs are rushed and trying to do things as quickly as possible, so taking extra time to allow a resident to do things for themselves slows things down

- members commented that more staff are needed to achieve the restorative

care team goals for residents, then the PSWs could take the time needed with each resident

-staff commented that long term care is a place where residents lose more and more of their freedom and abilities everyday and the restorative care work can be rewarding when they are able to help a resident "get something back"

-members commented that Scott should be more involved with new staff orientation and perhaps organize in service training to help all staff understand the importance and potential rewards of the restorative care work

Members thanked the team members for attending the meeting and expressed appreciation of their continued efforts.

7:30 – 8:00pm

#### Council Business

1. Review and approval of previous meeting minutes.

-May and June reviewed and approved

2. Updates arising from previous minutes

-Quality improvement plan & CIHI data

3. Upcoming Guest speakers & suggestions

-August meeting: Mike Schmidt regarding Resident Quality Inspection

-NB Mike cannot attend our meeting in August, Bryce McBain may attend in his place (to be confirmed)

4. Committee Updates (if any)

5. Communications review (if any)

Riverside Glen management and other agencies.

a) Communications from management

i) Responses to minutes

-May meeting responses, none received for June meeting

-comments included in members circle below

b) MOHLTC inspections reports

- RQI and three others
- members expressed dismay at the results
- members are looking for real changes at this home
- MOHLTC funding is not the issue, it is how the resources are being allocated by the home
- members cite lack of staff consistency, too many part time & casual staff, many new PSWs have left already, long time staff have left or will be leaving

c) MOHLTC response regarding funding questions

- offer to come to meeting to explain funding of LTC
- members are interested in a presentation by MOHLTC financial branch (chair to follow up and try to arrange for October), will invite members from other area Family Councils when a date and time is arranged

d) Suggestion Box

- music for resident dining rooms
- survey of residents regarding music preferences for music therapy and entertainment

Members circle: sharing concerns and ideas and kudos

- members continue to find residents with food debris on faces and hands, very upsetting to family members and undignified for the resident
- no sign of washcloths for post meal clean up
- what happened to the washcloth "trial" and implementation?
- members are concerned that PSWs are putting away the residents' laundry when this is a job that the laundry aides should be doing and this takes time away from resident care
- members are disappointed that the data that was shared with Family Council regarding urinary tract infections, wounds, falls and serious medication errors was sparse and no information about how these were being dealt with via "continuous quality improvement" was provided.
- members are disappointed that management didn't respond to the June

minutes.

-members felt that the management response to Issue 4 in our May minutes was inappropriate, since the concern was not with MOHLTC funding but with under-staffing by the home administration

-members continue to note that the "extra 0.5 staff" for the afternoon PSW shift is often late or does not appear in some neighbourhoods, leaving only 3 PSWs to try to cope with resident care and this is insufficient

-members are concerned that the neighbourhood coordinators are not able to deal with some on-going staff disputes which are creating poor working relationships between staff, demoralizing staff and compromising resident care, upper management needs to step in and deal with these issues.

-members are concerned that many experienced staff are leaving to work at the new Schlegel long term care home in Waterloo and would like to know who is leaving and who their replacements will be.

-Thank you to Tina for your constant support of our meetings.

-Thank you to food services for the drinks and goodies.

-Thank you to Scott, Melanie, Jen and Mandy for attending our meeting and for all of your efforts to help our loved ones.

## Issues for Management Response

1. Please can management support the PERT team in implementing music in dining areas and reviewing resident music preferences, so they can be considered when arranging music therapy and musical entertainment for the residents.
2. Please can management support Scott Lebrun in educating staff on the importance of restorative care practices with residents, include him in new staff orientation and in-service training.
3. Please can management introduce post-meal washcloths to clean food debris from residents' faces and hands and emphasize to staff the importance of cleaning the faces and hands of residents who cannot do this themselves.
4. Why are PSWs putting away resident laundry when this is a job for laundry aides? When will management hire another laundry aide for LTC?
5. Can management please provide Family Council with the current year's monthly data for worsening pressure ulcers, falls per 100 residents, worsening bladder control, use of restraints, inappropriate use of anti-psychotics and the current plan for "continuous quality improvement".
6. Please can management respond to both the June and July minutes prior to our August meeting.
7. Please can management refrain from editorializing when they respond to our minutes and respond only to the concerns as written.
8. Please can management ensure that the extra 0.5 PSWs for the afternoon shifts, arrive at the "second" neighbourhood on time to provide the needed care to those residents.
9. Please can management deal with staff disputes to alleviate morale problems and prevent further staff dissatisfaction and departure and compromise of resident care.

10. Please can management provide a list of all of the known staff changes that will be occurring in the current and upcoming month, i.e. who is leaving and who is their replacement?