

Family Council Minutes

Meeting Date: March 26, 2015

Time: 6:30 – 8:00 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Ten members attended the meeting

(times are approximate)

6:30-6:45 pm

1. Welcome new and returning members.
2. Distribution of sign in sheet, agenda, February meeting minutes, February management responses and sympathy card.

6:45-7:30 pm

Council Business

3. Review and approval of previous meeting minutes.
-minutes reviewed and approved
4. a) Updates arising from previous minutes and review of deferred items (management responses from January & MOHLTC reports)
-members continue to see residents being handed medications and staff not staying with the person to ensure that they have consumed the medication
-MOHLTC review (see below)

b) Upcoming Guest speakers & suggestions
-Guelph Police contacted but no date yet

Committee Updates (if any)

5. Working group report
-update from City of Guelph
-April 13 at 7pm decision by Guelph Council
-staff report with recommendations should be available

Thursday, April 4 and can be picked up at city hall, it should also be available on the city website at the link below

<http://guelph.ca/city-hall/mayor-and-council/city-council/agendas-and-minutes/>

-the deadline for submitting letters, e-mails or registering to speak is April 10th, details on page 2 of the link below

<http://guelph.ca/wp-content/uploads/April-13-2015-Decision-Meeting-Notice-60-Woodlawn-2.pdf>

Communications review (if any)

6. Riverside Glen management and other agencies.

a) Communications from management

i) Responses to minutes

-members continue to have difficulty finding parking

-a member stated that a staff member has told him that they feel they have the right to park in visitor spaces in the main LTC lot

-staff are young and able-bodied and the majority respect the visitor parking in the main lot, however the handful that do not are causing hardship for many visitors who are elderly or have disabilities

-visitors come to help the residents and relieve some of the burden from the staff

-please can management discuss this with staff and/or their union reps, this is part of “resident-centred care”

-members discussed the continuing lack of staff for personal care

-a member is concerned that on days when PSW students are doing their placement, only two staff member PSWs are working on the neighbourhood

-members do not see the number of staff that has been detailed by management in their previous responses

b) MOHLTC inspections reports

-three reports

-two had no findings of non-compliance, one had findings

-complaints regarded medication, Personal Support Services, Dignity, Choice, Privacy and Prevention of Abuse, Neglect,

Retaliation

- chairperson clarified for newer members that a report without findings doesn't necessarily mean that the complaint was not legitimate, just that the inspector could not find evidence of concern during the inspection
- members discussed the importance of documenting incidents of concern, recording time, date, details, individuals involved, etc
- chairperson reviewed obligations of Family Council members to report any cases of suspected abuse
- members commented that staff now call frequently to inform POAs of adverse incidents regarding their family member... this may be as a result of recent inspections finding that families/POAs were not being informed

c) Suggestion Box

- none

7:30 – 8:00pm

Members circle: sharing concerns and ideas and kudos

-at our January meeting Bryce and Ruth stated that the point of care tablets had been purchased and were going to start being “rolled out” one neighbourhood at a time and this was imminent.

-however, at our February meeting Mike stated that Gold Care does not have point of care software, so there is no plan to implement point of care tablets

-Which information is correct?

-members are concerned that one day last month the floors in Mapleton were undergoing a major “disinfection” during the day, instead of during the night when residents would be in bed and away from the smell of the chemicals and their activities/routines would not be impacted... extra staff were not employed to help to keep residents out of the affected areas while this process was occurring

-members recommend that any disinfection of common areas occur during the night to ensure the safety of the residents and minimize disruption to the neighbourhoods, particularly for those suffering from dementia

-members are concerned that some staff are neglecting the personal care of

residents with dementia and when questioned by family members about this lack of care the staff are excusing this under the guise of “preserving the residents' dignity” by allowing them the “choice” to wear dirty clothes and to attempt self care without prompting or assistance from staff to ensure that they do not harm themselves by using hygiene products inappropriately (e.g. deodorant as toothpaste, mouthwash as soap)

-members are concerned that residents who require assistance from two staff members are being neglected... some are waiting extended periods of time for assistance, others are not receiving care until a visiting family member provides the care themselves or alerts staff

-members recommend that residents have their hands washed/sanitized before meals and that their faces and hands are cleaned after meals

-members are concerned that when a resident's attending physician was away, none of the other attending physicians would examine the resident for palliative status, despite numerous requests by the family members, over several days

-members are concerned that the palliative assessment process was not initiated by the home's staff, as explained to us in January and outlined in the policy.... instead, family members had to repeatedly request this evaluation until it was finally done by a member of the nursing staff

Thank you to Tina for your support of Family Council.

Thank you to Food Services for providing snacks and beverages for our meeting.

Issues for Management Response

1. Are point of care tablets going to be introduced into the neighbourhood areas for the use of direct care staff this year?
2. Will management meet with all staff members and re-iterate the need for them to park only in the rear staff parking lot and not the visitor areas in the main LTC lot?
3. How will management address family concerns about unsupervised medication administration?
4. Why was the flooring in the Mapleton neighbourhood disinfected during the day instead of at night when residents would have been less affected?
5. How will management deal with staff who fail to assist residents with personal hygiene and excuse this as “respecting the residents' dignity/choice” when these residents suffer from dementia?
6. Family Council would like a copy of the home's policies on standards for personal care/hygiene and respecting residents' dignity, choice and privacy.
7. How will management provide more timely care for residents who require two staff members?
8. Family Council was told that meal time face and hand sanitization/washcloths was going to be implemented (September 2014) and this has not happened.... when will this be implemented?
9. How will management ensure that palliative assessments are initiated by staff and not wait until family members request it?
10. If attending physicians are contracted to provide care 24/7 and the home's physicians share this responsibility, why wouldn't another of the home's attending physicians care for an absent physician's patients?
11. Please provide Family Council with a copy of the new Family Member Satisfaction Survey, as requested in January 2015.
12. Please provide Family Council with a copy of the new Family Council brochure, as requested in January 2015.