

# Family Council Minutes

Meeting Date: September 25, 2014

Time: 6:30 – 9:00 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Thirteen members attended

Guest Speaker: Kate MacDonald AGM, Riverside Glen

Other Guests: Ruth Auber, Director of Nursing

Mike Schmidt, Interim AGM

Topic: Resident/Family Satisfaction Surveys

(times are approximate)

6:30-6:45 pm

1. Welcome new and returning members.
2. Distribution of sign in sheet, agenda, August meeting minutes, draft Family Council brochure, surveys, management responses to previous minutes & RSG Falls report 2014 (to date).

6:45-7:45 pm

Guest Speaker

- Kate MacDonald will begin maternity leave October 31
- Mike Schmidt will be interim AGM and will be on site as of September 29
- Ruth Auber is the new Director of Care/Director of Nursing
- members reviewed the survey and made suggestions regarding the format and nature of the questions
  - there should be an option for anonymity
  - separate surveys for family members and residents
  - more specific questions.... less general.... broken down into specific subtopics
  - include a question about staff communications: between shifts, between staff and family
  - separate questions for communications from doctor, management,

nursing staff, PSWs, etc

-management suggested that surveys be distributed at care conferences

-members suggested surveys also be distributed every 3-6 months

-a separate “complaints form” was also discussed

-to be available for family members & residents to submit a complaint/concern and/or arrange for meeting/phone call to discuss with management

-Survey should be included in the “Resident Handbook” given to all new residents or POA's

-survey should be easy to answer, no longer than about 10 minutes to complete

-a draft survey will be prepared and members will be provided copies for review

-goal is to have survey ready for 2015

7:45 – 9:00 pm

Council Business

3. Review and approval of previous meeting minutes.

-reviewed and approved

4. a) Updates arising from previous minutes.

-chair received e-mail from Jacqui Tam WWLHIN

-our concerns are being followed up on and she will be in touch with outcomes as soon as possible

b) Upcoming Guest speakers & suggestions

-none at this time

Committee Updates (if any)

5. Working group report

a) update from City of Guelph

-no date set for Schlegel rezoning decision by council

-information in September RSG newsletter about a

November 17 decision is inaccurate

- meetings will be held with working group members, city planning staff & a facilitator
- chair will report meeting results to members

#### Communications review (if any)

#### 6. Riverside Glen management and other agencies.

##### a) Communications from management

##### i) Responses to minutes

##### (Resident Falls data)

- members engaged in active discussion regarding falls data results
- RSG data is two to three fold higher than WWLHIN and provincial averages
- some members provided statistics/charts from WWLHIN 2012 – 2013
- it appears that RSG either under reported falls in previous years or is now in a crisis of resident falls
- members feel there is little or no falls prevention
- members will review the falls prevention policy at the next meeting
- insufficient staffing is leading to falls due to lack of supervision for toileting and care
- residents left unsupervised in common areas, no staff in sight... this is especially concerning in locked units with residents who are mobile, unsteady and have responsive behaviours
- members feel that staff actively discourage resident transfer to hospital after a significant fall... often days later, when family has insisted on transfer because the resident is in obvious pain, a fracture has been found, why aren't staff erring on the side of caution??
- members would like answers from management regarding:
  1. Monthly Falls data from 2011, 2012 & 2013 (similar to what was provided for 2014)
  2. For recent and past data, a breakdown of cause of the falls (ie physical aggression between residents, toilet

seeking, etc) and witnessed vs unwitnessed falls.

3. How many of these falls contributed to resident deaths each year.

4. Any charts should have the actual number at the top of each bar on the graph/chart for clarity and the annual WWLHIN and provincial averages should be provided for comparison.

-If the high falls time is 3 pm – 11 pm, then more staff should be assigned during these hours, so residents can be monitored and supervised, in addition to being fed, toileted and put to bed

ii) Family Council Brochure (proposed new version)

-distributed to members

-review and discussion deferred to October meeting

b) MOHLTC inspections reports and summary

-none this month

c)WDGPH

-letter regarding chickens in LTC and Retirement homes

-social benefits may not outweigh the risk of disease transmission to the residents

-risks of salmonellosis, campylobacteriosis and even poultry associated influenza

-eggs and meat not to be used/consumed by the residents

-NB chickens are supposed to leave September 30

Members circle: sharing concerns and ideas and kudos

-Staff members are seen leaving the premises (driving away) during their breaks..... is this permitted? Can management please answer this concern?

-Members regularly find loved ones with food on their faces, hands and clothing

-Members recommend that residents in all areas should have their hands and faces cleaned with warm, moist face cloths after meals.... apparently this was

the practice a few years ago and it has been discontinued

-Members are concerned that some staff rush residents that they have to assist with feeding and the resident then consumes little food and most ends up on them or left on the plates/bowls

-Members would like to see data for all four quality indicators (incontinence, pressure ulcers, falls and use of restraints) for the past four years, broken down monthly with the annual averages for the WWLHIN and province for comparison and a monthly update should be given to Family Council prior to each meeting, for review by the members.

-Members wish to emphasize to management that concerns raised during meetings by members are indeed global concerns, most individuals have tried to deal with concerns with staff and management with no change or only temporary change in the situation and their experience is echoed by others

-Members are concerned that some individual staff members are negligent and abusive to residents, but management does not seem to be able to deal with them despite resident and family complaints.... the chair recommended specific written complaints be submitted to the AGM, in an effort to help management deal with problem staff

-Members look forward to the arrival of the bird feeders and the departure of the chickens

-Members look forward to the arrival of a “smoking tent” in a designated area

Thank you Tina, for your continued support of Family Council.

Thank you Food Services for the snacks and beverages.

Thank you to management for the opportunity to help design the Family Surveys and Family Council Brochure.

Best wishes to Kate MacDonald on the upcoming birth of her new baby, may you both be healthy and happy.