

Family Council Minutes

Meeting Date: September 24, 2015

Time: 6:30 – 8:00 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Guest Speakers: Bryce McBain (General Manager) &
Kate MacDonald (Assistant General Manager)

Topic: Review of 2015 Resident & Family Satisfaction Survey
Results

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Six 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 yet, will be provided by Kate MacDonald prior to our next meeting).

6:45-7:30 pm

Guest Speakers: Bryce McBain & Kate MacDonald

Family Surveys

-low participation rate, so far around 10% response rate

-surveys have been sent out in paper form and also a letter with a link to an online version

-a computer is set up in the LTC foyer for families to complete the survey

-preliminary results were shared with council

-positive responses are considered "most of the time" and "always"

-members comments:

-the survey has too many personal identifiers, this may dissuade people from filling it out

-survey should be anonymous

-resident details should only include neighbourhood and gender

- survey is not inviting to complete, seems impersonal and "institutional"
- there is no logo for Riverside Glen on the survey
- it should be reformatted as a survey for the home
- the print should be larger and only one set of questions per page
- instead of using numbers for the "rankings", the actual words should be at the head of each column (ie never, rarely etc instead of 0, 1, 2 etc)
- there should be a section at the end for "additional comments"
- members would like to see a new version of the survey with our suggestions incorporated into it
- Bryce asked if a "prize" or "incentive" might increase participation
- members were unsure, but perhaps an opportunity to win a gift card or small prize might improve interest, this is done at a few other homes with some success
- members indicated that the main incentive for families is that they feel their time spent filling out the survey is worthwhile and that the results will be valued, considered and acted upon

Resident Survey

- 71 residents participated in the survey
- the results are from October 2013 to September 2014
- most residents were assisted by a trained staff member, some completed the survey independently
- surveys were done at annual care conferences
- members were given the results of the surveys
- no question had more than 85% positive responses, no question had less than 17% positive responses
- all areas were below the Schlegel Villages average
- areas of greatest concern were lack of enjoyable things to do on weekends, lack of meaningful activities on a weekly basis and residents felt that staff do not know them, don't ask for their help or advice and don't act on their suggestions
- members echoed the residents' concerns regarding lack of entertainment and activities for residents
- a member noted that there were far more activities several years ago when their family member first entered the home than there have been in the past couple of years

- members also agreed that with so many new and casual staff, it is difficult for the residents, families and staff to get know each other
- members also feel that most staff are too busy to talk with residents and families to hear their concerns, suggestions or advice

New Quality Improvement Plan

- new plan is called "The Evergreen Framework" (Schlegel Villages plan)
- large binder with different sections, broken down by neighbourhoods and village as a whole
- updated monthly by management
- includes clinical data, falls reports, call bell reports, etc
- step by step process includes data review, focus on actions required and by whom, transmit plan of action to staff via meetings/huddles and review the data to look for evidence of success/failure of actions and plans
- Quality Improvement Data to be posted near neighbourhood nursing stations/hubs
- Family Council would like written/e-mailed monthly updates prior to our meetings and will invite management periodically for discussion about the progress of the plan

7:30 – 8:00pm

Council Business

1. Review and approval of previous meeting minutes.
 - reviewed and approved
2. Updates arising from previous minutes
 - none
3. Upcoming Guest speakers & suggestions
 - new director of nursing Hubrecht Quist and new Assistant DOC?
 - Chairperson to follow up with request
4. Committee Updates (if any)
 - none

5. Communications review (if any)

Riverside Glen management and other agencies.

a) Communications from management

i) Responses to minutes

-to be provided prior to our next meeting

b) MOHLTC inspections reports

-one new report this month

(prevention of abuse, neglect & retaliation)

-members engaged in a lengthy discussion

-reviewed "duty to report" suspected cases of abuse, neglect & retaliation

c) Suggestion Box

-none

Members circle: sharing concerns and ideas and kudos

-instead of wash cloths for post-meal resident face and hand cleaning, perhaps disposable baby wipes could be used, they are soft, sanitary, economical and don't require PSWs to launder them

-thank you to Kate and Bryce for attending our meeting

-thank you to Tina for your support of our council and meetings

-thank you to Food Services for the treats and beverages

Issues for Management

1. Family Council would like the Director of Care/Nursing and the Assistant Director of Care/Nursing to attend our October meeting.
2. Family Council would like electronic versions of the Resident Survey data and any other written information shared with the council.
3. Please provide Family Council the detailed allocation, by the licensee, of funding under the LTCHA, 2007 and the Local Health System Integration Act, 2006 and amounts paid by residents for the years 2012, 2013 and 2014 prior to our October meeting.
4. Please provide Family Council the financial statements relating to the home filed with the Director under the regulations (LTCHA 2007) and with the local health integration network for the geographic area where the home is located under the Local Health System Integration Act, 2006 for the years 2012, 2013 and 2014 prior to our October meeting.
5. Family Council would like our comments and suggestions, regarding the current Family Survey, incorporated into a new version of the survey and circulated to the council.
6. Family Council would like monthly updates on the new Quality Improvement Plan prior to our council meetings.
7. Family Council would like to see more activities and entertainment for residents.
8. Family Council would like to see some form of "sensitivity training" for all staff and management to help increase their understanding and empathy for the residents.
9. Please provide Family Council the call bell analysis each month prior to our meeting, starting with the August and September data.