

Long-Term Care Quality Assessment

Please Select Your Health Region:

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|--|--|--|
| <input type="checkbox"/> Athabasca | <input type="checkbox"/> Five Hills | <input type="checkbox"/> Heartland |
| <input type="checkbox"/> Cypress | <input checked="" type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
| <input type="checkbox"/> Keewatin Yatthe | <input type="checkbox"/> Prince Albert Parkland | <input type="checkbox"/> Regina Qu'Appelle |
| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Arborfield Special Care Lodge
#73767

Date of visit (DD/MM/YYYY): 07/05/2015

Please list those from the RHA that attended:

Shane Merriman, CEO
Krystal Lefebvre, Temporary Facility Administrator
Karen Harrison, Activities
Terry DeMarsh, Executive Assistant

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident/Family Council meeting:

- Two family members present.
- Did not refer to Residents' Rights - action plan to ensure this is read at every Resident/Family Council Meeting
- Formal meeting protocol followed
- Residents very engaged
- Voted on Residents' Choice birthday meal of the month

What is working well:

- Everyone is happy.

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Sometimes have to wait for the meal to arrive - staff noted resident concern and will monitor
- Care could be gentler in evening when getting ready for bed – activity worker would follow-up with individual
- Could upgrade picture frame for resident picture on door

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Facility Name and Number: Carrot River Health Centre
#73755

Date of visit (DD/MM/YYYY): 02/06/2015

Please list those from the RHA that attended:

Shane Merriman, CEO
Dale White, Temporary Facility Administrator
Janice Watts, Activity Worker
Terry DeMarsh, Executive Assistant

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident/Family Council meeting:

- 19 residents
- One family member present.
- Did not refer to Residents' Rights - action plan to ensure this is read at every Resident/Family Council Meeting
- Residents very engaged
- Provided calendar of activities
- Head cook in attendance for discussion on meals and Residents' Choice meal of the month

What is working well:

- Enjoy the fire pit activity
- "great place to stay"
- Happy with things in general
- Nice frames for resident picture on door

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Family member raised concern regarding medical review – Activity Worker confirmed that medical reviews are completed every 3 months and she would confirm when the last review had been conducted for this resident.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Chateau Providence
#73762

Date of visit (DD/MM/YYYY): 14/05/2015

Please list those from the RHA that attended: Shane Merriman, CEO
Louise Kosokowsky, Facility Administrator
Alicia Folden, Activities
Terry DeMarsh, Executive Assistant

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident/Family Council meeting:

- One family member present.
- Did not refer to Residents' Rights – action plan to ensure this is read at every Resident/Family Council Meeting
- Staff representation from all departments at meeting and asked if there were any concerns from each area
- Voted on Residents' Choice meal of the month

What is working well:

- Meals are excellent
- Like the baths twice a week
- Like new wheelchairs
-

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Missing laundry items – staff noted for follow-up
- More activities the better
- LTC beds issue for some residents – there are beds that can be lowered right to the floor level which may be helpful for some residents
- Could upgrade frame for resident picture on door

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Facility Name and Number: Hudson Bay Healthcare Facility
#73764

Date of visit (DD/MM/YYYY): 16/04/2015

Please list those from the RHA that attended:

Shane Merriman, CEO
Arlene Zens, Facility Administrator
Cindy Kolybaba, Activities Director
Terry DeMarsh, Executive Assistant

Nancy Steinbach, KTRHA member

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident/Family Council meeting:

- One family member present.
- Began with reading of the Residents' Rights
- Formal meeting protocol followed
- Residents very engaged
- Member of kitchen staff present for discussion on meals and Residents' Choice meal of the month

What is working well:

- Good communication with residents and families
- Good meals

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Family member mentioned missing laundry. Facility Administrator responded that she would discuss with laundry staff as well as showing the family member where the laundry items with missing identification were located.
- Could upgrade frame for resident picture on door

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Facility Name and Number: Kelvindell Lodge
#73788

Date of visit (DD/MM/YYYY): 05/05/2015

Please list those from the RHA that attended:

Shane Merriman, CEO
Karri Franklin, Facility Administrator
Tanya Neisner, Nurse Manager
Maxine Mennie, Recreation Worker
Terry DeMarsh, Executive Assistant

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident/Family Council meeting:

- Informal and short
- Did not refer to Residents' Rights - action plan to ensure this is read at every Resident/Family Council Meeting
- Provided update regarding the construction of the new integrated facility

What is working well:

- Everyone is happy.

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- No concerns identified.
- Could upgrade frames for resident picture on door

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Facility Name and Number: Newmarket Place
#73768

Date of visit (DD/MM/YYYY): 04/06/2015

Please list those from the RHA that attended: Shane Merriman, CEO
Tammy Parlee, Nurse Manager
Sharon Fedirko, Activities
Terry DeMarsh, Executive Assistant

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident and Family Council meeting:

- 17 residents attended
- One family member attended
- Support services manager in attendance
- Introduction to meeting stated purpose very clearly and read the Residents' Rights (one resident asked for clarification on one of the rights which was provided)
- Asked very specific questions about the care, food, laundry etc.
- Beefs and bouquets

What is working well:

- Excellent care – “don't know how it could get any better”
- Good food
- Cleanliness of building good and laundry good
- Activities are great – really like bingo
- Nice frames for photo of resident on door

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Would like to see the outside courtyard completed so they can sit outside more – will be completed over summer.
- Family member raised concern about the front entrance becoming a storage area and not being very appealing to look at. Concern was noted and followed up – entrance was cleaned up.
- Maintenance concern about missing window handle in one room.
- One resident gave bouquet to one of the nurses and also complained about another that doesn't smile and is sharp when speaking to residents – nurse manager to follow-up.
- Residents raised concerns about calls not being answered in a timely manner between 6:00-6:30 pm. – the nurse manager would look into this.

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Facility Name and Number: Parkland Place #73761

Date of visit (DD/MM/YYYY): 03/06/2015

Please list those from the RHA that attended:

Shane Merriman, CEO
Kim Garchinski, Nurse Manager
Jacquie Sunderland, Recreation Coordinator
Terry DeMarsh, Executive Assistant

Dennis Koch, KTRHA member

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident meeting and Family Council meetings held separately. This is the only facility handling this in this fashion. Perhaps it allows for more focused discussion.

Family meeting:

- Seven family members present.
- Support Services manager, head cook also in attendance
- Outlined Residents' Rights and shared poster
- Discussed metrics that are being reviewed – restraint use and use of antipsychotics
- Every effort made to ensure residents are getting meals that they like and residents or family members can discuss directly with kitchen staff (i.e. one resident would prefer real cream)

What is working well:

- Very appreciative of youth volunteers (school initiative)
- Appreciate the discussion on meals and taking into consideration preferences of residents
- Nice frames for photo of resident on door

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Landscaping appearance
- Second story windows are not being washed – Support services managers identified that this is a safety issue for staff that needs to be considered but will look into options
- Water leak in roof identified
- E section – temperature extremely hot – referred to Director Support Services
- Shortage of resident lifts – support services manager explained the overhead lifts and tracking in rooms

Revised 2015

Resident Meeting

- Well attended by residents
- Support services manager attended
- Discussed food options
- Asked about concerns with each department
- Fun meeting – residents very engaged

What is working well:

- Liked that the concern raised about bacon being too salty was dealt with quickly and the new product is better.
- Care is good – like the baths
- Happy with housekeeping, food, activities
- Residents gave the staff lots of compliments

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Facility Name and Number: Pineview Lodge - Nipawin #73756

Date of visit (DD/MM/YYYY): 06/05/2015

Please list those from the RHA that attended:

Shane Merriman, CEO
Kellie Stroeder, Facility Administrator
Ellen Wanamaker, Recreation Worker
Terry DeMarsh, Executive Assistant

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident/Family Council meeting:

- Three family members present.
- Began with reading of the Residents' Rights
- Formal meeting protocol followed
- Voted on Residents' Choice meal of the month
- Voted on Happy Hour theme
- Regular agenda item includes correspondence from the Mayor of Nipawin regarding community events
- Residents very engaged

What is working well:

- Everyone is happy
- Visual Daily Management Board – excellent – really helping to improve on provincial quality indicators

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- More foot care
- Could upgrade frame for resident picture on door
- Staff scheduling a challenge – volunteered to be part of an RPIW or Kaizen Event in an effort to improve scheduling – believed may help with recruitment and retention.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Red Deer Nursing Home #73765

Date of visit (DD/MM/YYYY): 26/05/2015

Please list those from the RHA that attended: Shane Merriman, CEO
Anita Watt, Case Manager
Carmen Derenowski, Recreation Coordinator
Terry DeMarsh, Executive Assistant

Please describe what is working well as identified through the facility visit and discussions with residents and families:

Resident/Family Council meeting:

- 16 residents attended
- No family members present.
- Began with reading of the Residents' Rights
- Formal meeting protocol followed
- Residents very engaged – used flip chart
- Voted on Residents' Choice meal of the month
- Residents paint wall murals

What is working well:

- Happy with care provided.
- Trained therapy Dog "Pongo" has been there 12 years – residents really like him

Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Concern raised regarding inconsistent building temperature – activity worker confirmed the maintenance goal is 22° C and the residents agreed that would be good.
- Could upgrade picture frame for resident picture on door
- Concern from recreation coordinator that more training towards recreation coordinator positions versus recreation worker positions is worthy of consideration by the health region. Feels the additional training/skills bring value to residents' recreation programming.