

# 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 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 checked="" type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon       |   |  |

**Facility Name and Number:** Bengough Health Centre - 73526

Date of visit (DD/MM/YYYY): 19/03/2015

Please list those from the RHA that attended: Marga Cugnet, CEO; Deanna Gyman, Community Health Services Manager

1 Recreation staff; 1 Continuing Care Aide

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

- 13 of 28 residents attended the meeting; no families were present. Had an opportunity to do personal visit with 3 more residents.
- Residents are pleased with improvements made over the last year; activity room was painted, new furniture was purchased. Especially appreciated changes to outdoor space, now has raised flower beds so gardening more accessible for those in wheelchairs.
- Really appreciate addition of activities on weekends now.
- All staff look after them well, happy with care, have flexible schedules; option for 2 baths a week but most prefer 1 bath a week.
- Dietary just trying out the hot food cart and serving meals at tables; too early to say how it will be. Resident Council meets once a month.
- Activities Breakfast club is very popular.
- Movies and popcorn are fun sessions.
- New hairdresser is very appreciated.
- Residents are happy with Ladies Auxiliary Easter Activities; did garage sale together and raised funds. The bake sale brought in \$1700 for activity supplies but also enjoyed having tea with public.
- Barbeque season starting which is a nice change in meals.
- Like school kids coming and doing activities with them.
- Walking challenge going well (a falls prevention project) and resident's destination is April in Paris.
- P.S. CEO enjoyed the session, residents excited about the visit and presented me with an Easter Card signed by all and a chocolate bunny.

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

- Would like more entertainment, such as local groups come in more often.
- Reviewing need for a walking sling to increase mobility of some residents in wheelchairs.

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**Facility Name and Number:** Wawota Memorial Health Centre - 73538

Date of visit (DD/MM/YYYY): 23/03/2015

Please list those from the RHA that attended: CEO, Marga Cugnet; Community Health Service Manager, Holly Hodgson

1 activity staff, 19 residents and 3 family members attended

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

- For the most part, happy with the care provided, proud of their home (facility), well maintained by the staff, compliments on the increased activities happening on the week-ends, they are not bored anymore and time passes quickly.
- Staff commented that they believed the Gentle Persuasion Education being provided was a good program, and more focused on type of care they are giving.
- Residents do not believe they are lacking care and enough staff there to look after them.
- Some discussion of meals being provided using the hot food carts. They enjoy having choice, and opportunity regarding size of portions.
- They really appreciate involvement of community in their facility, and donations given to purchase equipment and other requests presented to management.

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

- Discussion about change in physician services – Moosomin giving notice – SCHR sending an Nurse Practitioner one week for LTC resident assessment and treatment (Note: since this time, negotiations were successful in recruitment of physicians from Arcola providing clinic services two days per week for LTC residents and community in the health centre).
- Would appreciate more visits from clergy – Marga will look into this.
- Some residents requesting a locked drawer in their room to store valuables. Maintenance will review and install as requested.
- Lots of discussion regarding the menu. They do not like pressed meat “it is yucky”. Would like more choice at meal times, and there is an increasing need for more gluten free products.

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**Facility Name and Number:**                      **Lampman Community Health Centre - 73072**

**Date of visit (DD/MM/YYYY):**                      31/03/2015

Please list those from the RHA that attended:

CEO, Marga Cugnet;  
Community Health Service Manager, Cyndee Hoium;  
2 Activity Staff; 13 residents; 3 family members

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

- Very involved resident council – usually meeting is chaired by a resident – they will vote on new chair next time.
- In general pleased with activities, especially addition of weekend programs, have several special events, breakfast club every Sunday.
- Housekeeping has improved, excited about plans for new courtyard (funded by local donation)
- Started plans for their garden.
- Activity staff very engaged with residents
- Trying to book more outside entertainment as this is so popular
- Food cart 0 not in use yet – planning ongoing.

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

- Would like wifi
- Feel nursing staff short at times, may have to wait for someone to respond to light, bath may be missed.
- Manager aware – difficulty with scheduled staff as recruitment a challenge in small community.
- Would like relaxed breakfast, but still have porridge before 8 am for some of the retired farmers.

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**Facility Name and Number:** Radville Marian Health Centre - 73527

**Date of visit (DD/MM/YYYY):** 01/04/2015

**Please list those from the RHA that attended:**

CEO, Marga Cugnet; 1 Activity Staff; (Executive Director was away)  
12 residents, 0 family

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

- Residents very pleased to be in their new home – really appreciate larger rooms, private bathrooms, all the space, as well as all the natural light that comes into the facility.
- Breakfast club popular, pleased with spiritual care program, several other activities – school program, local entertainers, dedicated ladies auxiliary.
- Feedback they have from staff is that GPA education is good information
- They are starting a library club.
- No issues with nursing – well cared for
- Staff very dedicated to residents – wonderful home-like environment.
- Pub day enjoyed
- Destination challenge – Across Canada
- No issues with linen, maintenance, housekeeping (new building is larger but easier to keep)

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

- Few suggestions for dietary – too much soup and sandwiches
- Would like more choice for Cable TV – will ask manager to review as building plans had option for resident choice.
- No activities on Stat Holidays (should be scheduled) but weekends do have activity staff – focus on some one on one with residents that need this.

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**Facility Name and Number:** St. Joseph's LTC - 73036

**Date of visit (DD/MM/YYYY):** 01/04/2015

**Please list those from the RHA that attended:**

CEO, Marga Cugnet; Executive Director of St. Joe's, Greg Hoffort;  
Nurse Manager, Christine Stephany; 2 Activity Staff; 1 RN;  
13 Residents; 3 Family

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

- Residents pleased with additional activities on weekends (9-2:30)
- Good relationship with volunteers – work closely with nurses to address resident specific activity needs.
- Enjoy barbeque every Friday
- Walking Program – to Manila/Philippines – the Filipino staff are organizing a celebration at end of challenge. Residents excited to be able to experience foods/traditions from another culture. The staff are doing this on their own time as please to share part of their heritage with residents and other staff.
- Discussion regarding having pets in their home – considering a bird.
- Activities recruiting teenagers to volunteer.
- Site of an RPIW – developed revised admission booklet for resident and their families.
- Plans to start rounding on units.
- Discussion re: feeling of residents when a resident dies, procedure for removal of the body. Region has policy to support family having service/funeral at our sites.

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

- Few concerns about personal linen missing
- Piano needs tuning
- Some challenges to recruit staff for weekend shifts.
- Discussion regarding physio/occupational therapist needs.
- Concern of state of courtyard, fence is to be repaired.

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**Facility Name and Number:** Fillmore Health Centre - 73040

**Date of visit (DD/MM/YYYY):** 02/04/2015

**Please list those from the RHA that attended:**

CEO, Marga Cugnet; Community Health Service Manager, Linda Wilson;  
1 Activity Staff, 1 Continuing Care Aid, 1 Dietary staff, 13 residents,  
1 family

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

- Very strong message from residents and family member – “Kudos” to all staff, they are happy in their home
- Staff very connected to residents
- Family member wanted to write letter to paper to tell the good stories about care of his relative in Fillmore
- Pleased with improvements to facility – painting/wallpaper, eaves trough replaced, new phone system.
- Enjoying weekend programs
- Destination for walking challenge is Tampa Bay – have a staff partnered with each participating resident.
- Barbeque starting in May - often have ethnic dinners, staff pick up KFC or Chinese food from city.
- Have relaxed breakfast
- “food is excellent” the cooks are wonderful in this site
- Staff focus on good work “all is well”

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

- Only suggestion is to have more salads for summer months

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**Facility Name and Number:**                      **Tatagwa View, Weyburn - 73531**

**Date of visit (DD/MM/YYYY):**                      **07/04/2015**

**Please list those from the RHA that attended:**

**CEO, Marga Cugnet; 5 Recreation Staff; 18 Resident;  
Resident President opened meeting of council**

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

- Good to hear review of work happening in LTC CQI meetings
- Residents organized welcoming committee for new residents and a separate farewell group.
- Happy with addition programs on weekends.
- Lots of variety of events: wheelchair bowling, day trips in van, manicure days with high school cosmetology class, indoor curling tournament
- Residents are in partnership with CMHA (Canadian Mental Health Association) to do artwork and auction to fund raise.
- Report received by the resident who spoke at the volunteer appreciation.
- Walking challenge to Hawaii (residents walking or wheelchair "paddling" are participating)
- Planning destination celebration
- Residents are reviewing regional pet policy. Their home has several cats and birds already.
- Many meals cooked in the houses and "most of staff pretty good cooks".

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

- Some concern about upkeep of the grounds
- Still need to emphasize home-like approach and some residents prefer to stay up longer in evenings.

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

**Facility Name and Number:** Weyburn Special Care Home - 73528

Date of visit (DD/MM/YYYY): 17/04/2015

Please list those from the RHA that attended: CEO, Marga Cugnet; 2 Continuing Care Aids; 2 Recreation Staff

Prairie Lily Resident Council: 13 residents, 1 family member (President and VP are residents)

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

- This council very active in home.
- Have welcoming and farewell committee (this was proven last year when several residents from Gainsborough were evacuated last June due to flood. They lived at the WSCH over 3 months and several did not want to go back at first because it was so busy and fun)
- Lots of activities – special breakfast on Sundays, pizza nights, wine and cheese night, bingo/popcorn night, outings to the lake and downtown, spa days with high school cosmetology class (even some of the men attend!)
- Personal laundry much better now that region moved the laundering back into the WSCH.
- Less noise at night, but could improve more.
- Many improvements from RPIW done June 2014.
  - Staffs say good morning and introduce themselves.
  - Pictures of team put up each shift, improved readable name tags.
- Barbeque every Thursday a “real treat”
- Help with fundraisers – Regal, auction to fund activity events
- Were busy planning baby shower for one of the activity staff.
- Compliments to housekeeping – one visitor had commented she was impressed how clean the home was.
- Nursing – overall satisfied – sometimes a delay in medication administration
- Excited as wheelchair garden boxes are being built for easier access.
- Feel this is “their home”.
- Planned the Volunteer appreciation event
- “Staff very caring, we have excellent repoire” quote by resident

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

- Would like more physiotherapy if possible



## Revised 2015

- Mostly happy with meals but too many frozen vegetables.
- Would like more variety on menu, but they have a “food” committee and are meeting with new Food Service supervisor soon.
- Maintenance will talk to City of Weyburn – front sidewalk needs repairs (completed)

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**Facility Name and Number:**                      **Coronach Health Centre - 73020**

**Date of visit (DD/MM/YYYY):**                      08/04/2015

**Please list those from the RHA that attended:**

CEO, Marga Cugnet; Community Health Service Manager, Dawn Gold;  
1 Activity staff; 8/12 residents; 1 family member (who was a cook in  
facility, now retired)

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

- This site is always so much fun to attend.
- The residents look forward to my visit and the manager prepares with them for my arrival.
- At my Christmas visit they did a skit for me and this time after the meeting we played Jeopardy (and they even played a joke on me as they knew all the answers!)
- This group is very engaged – knew each other in community before coming into LTC. One was a previous Mayor so was always asking about doctor recruitment and a van for residents.
- Walking destination is Hawaii.
- One resident asked about physiotherapy services – we will \*\* a walking sling for her and book a physio/Occupational Therapist assessment.
- Discussed LTC survey and how things are going in the home.
- Few suggestions, but overall satisfied with all staff.
- Many events happening: Garden party, penny parade, wiener roasts, barbeque, garage/bake sale.

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

- Dietary – More fresh vegetables, improve menu variety and choice, more meat, too many fried foods, too much soup, more beef.
- Gets cold around windows in winter – need replacement
- Some weekends no staff for activity – would rather use budget to make full day on Saturday and not Sunday.
- Discussion that we will utilize EMS staff more to assist with activities.
- Requesting locked drawer in their rooms
- Concern about policy regarding homemade birthday cakes and bringing in fresh vegetables.

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**Facility Name and Number:** Redvers Health Centre - 73536

**Date of visit (DD/MM/YYYY):** 09/04/2015

Please list those from the RHA that attended:

CEO, Marga Cugnet;  
Community Health Service Manager, Naomi Hjertaas;  
2 Staff; 7/24 residents; 1 Family member

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

- Residents very pleased with their new home. They are quite settled now since it has been about 1 ½ years since “moving day”. They enjoy the spaces created, such as the bright activity area, and appreciate the private bathrooms.
- Activity staff very engaged with the residents. A variety of programs are offered, including the weekends.
- The pet policy was reviewed. A fishtank for each house had just been purchased and set up with the fush just “arriving”.
- Discussion held about role of the Provincial Ombudsmen.
- A Resident history book is being created.
- Residents commented of good teamwork between recreation staff and the nursing aids.
- Their walking destination is to Paris with a celebration to follow.

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

- Lots of discussion regarding dietary issues such as processed meat (eg. They prefer traditional ham to rolled ham, they find the meat tough at times) would prefer more salads and options on menu. Already have a meeting booked with Regional Director of Food and Nutrition services.
- Landscaping not complete in few areas of the facility - the SCHR is working with local foundation to get this finished.

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**Facility Name and Number:**                      **Gainsborough Health Centre - 73044**

**Date of visit (DD/MM/YYYY):**                      14/04/2015

**Please list those from the RHA that attended:**

CEO, Marga Cugnet; Community Health Service Manager, Donna Davis;  
1 Activity Staff; 9 resident; 1 family

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

- Participated in LTC survey sent out by Ministry.
- Talked about destination challenge – heading to Hawaii – and planning a luau at the finish.
- Walk/Wheelchair each day before lunch.
- Pleased with communication by manager, staff
- Several joint projects – spring closet clean-up, backyard clean-up in spring – planting flowers/garden
- Very pleased with new gazebo, walking path and 2 outside rest areas developed – one potentially as a memorial (funded by local trust)
- Enjoy barbeques, ice cream treats.
- Love it when Public Health has baby clinic in Health Centre because they visit residents.
- Staff have great ideas for activities – retired librarian comes often to read, “singing cowboy”, massage day, pet parade partnered with children from community.

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

- Challenges, particularly in small communities, to recruit volunteers for various programs; many family members assist.
- Not happy about policy regarding outside food (cake, fresh vegetables, etc.)
- Requesting more fresh vegetables and salads on menu.

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**Facility Name and Number:** Kipling Integrated Health Centre - 73545

**Date of visit (DD/MM/YYYY):** 20/04/2015

**Please list those from the RHA that attended:**

CEO, Marga Cugnet; Community Health Service Manager, Kelly Beattie;  
Food Services Supervisor, Veronica Daenckaert;  
Nurse B, Kim Balog; 1 Recreation staff; 1 CCA; 15 residents

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

- Residents had positive comments about the walking challenge and stated it is "good to get us moving more". Planning for their victory party end of month.
- Just had a pizza day, making their own pizzas with staff.
- Still getting adjusted to their new home.
- They complimented staff on handling situation when new building had a few issues with water leaks.
- Some discussion about plans for completing landscaping and getting flowers/garden boxes started.
- Always opportunity for programs with Activity staff.
- Barbeques to start soon.
- School children come regularly and that is really appreciated.
- Plans for a few picnic lunches, putting fish tanks in both houses.
- Staff took several residents to community fundraiser for the new facility.

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

- Few issues during the move in December, but it went relatively well
- Suggestions for dietary – options for portion size, some of the men are still hungry.
- Would like more and better snacks in the morning and afternoon (eg. Cookies/fruit/and juice/coffee)

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**Facility Name and Number:**                      **Sunset Haven – Borderline Housing, Carnduff - 73534**

**Date of visit (DD/MM/YYYY):**                      14/04/2015

Please list those from the RHA that  
attended:

CEO, Marga Cugnet; 9 residents; no family

- A resident council meeting was not organized when I arrived so I met with the residents during the afternoon in the dining area.

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

- Residents are happy with the staff in general
- Many activities offered, quite a variety
- Despite being an older building, no concerns with housekeeping, nursing or maintenance.
- They heard a fire sprinkler system will be installed in the future – they thought it was a good idea.
- One resident showed me his room, nicely set up but would be tight if he required a lift for mobility. Very clean and tidy.
- The food is generally good, enjoy homemade meals and baking.

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

- Only issue was dietary – not always happy with the meals, especially at supper.
- Said often meal is good but they got some meat leftovers several nights in a row, because staff cook up a larg batch. This was passed on to Director of Nursing.

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**Facility Name and Number:** Estevan Regional Nursing Home - 73533

**Date of visit (DD/MM/YYYY):** 11/05/2015

Please list those from the RHA that attended:

CEO, Marga Cugnet;  
Community Health Service Manager, Christine Stephany; 2 Activity Staff;  
10 Residents; 3 Family members

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

- Discussion about timeframe for replacement of ERNH. Community has reached funding target. Gave explanation of process and that Ministry of Health aware of project request.
- Happy to have had some involvement in an RPIW – Admission to LTC. More welcoming in the home, white board in resident rooms for specific information, staff posters of the team. Process of each staff greeting residents by name.
- Appreciate week-end recreation activities.
- Planning with some community members for Care Day – June 10<sup>th</sup> to do general clean-up of the yard and prepare for the summer.
- Destination challenge was implemented, but residents added a component – walking challenge – Rider Walk. So those in Wheelchairs or scooters could participate and be part of the fun.
- Satisfied with bath schedule.
- TV on loud often during dining hours – Manager will review and address issue.
- Glad they have access to a variety of entertainment from community – makes days more interesting.
- Week-ends much better with planned programs by activity staff.

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

- Still issues regarding laundry quality (it is provided by St. Joseph's Hospital). Explained that moving to provincial service and will have quality control/standards applied.
- Requesting WiFi. A booster has been installed but they may need to add a third one (funded by Auxiliary).
- Still dietary challenges. Food not very hot (comes from St. Joseph's Hospital). Would like more eggs offered in morning and have relaxed breakfast. Not enough food.
- Still a challenge to get the few smokers to not be at the front door. Plan to make a gazebo at back the designated area.
- Concern regarding condition of front driveway (pot holes).

# Long-Term Care Quality Assessment

## Please Select Your Health Region:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Athabasca       | <input type="checkbox"/> Five Hills             | <input type="checkbox"/> Heartland                 |
| <input type="checkbox"/> Cypress         | <input 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 checked="" type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon       |   |  |

**Facility Name and Number:** Mainprize Manor – Midale - 73530

**Date of visit (DD/MM/YYYY):** 11/05/2015

Please list those from the RHA that attended:

CEO, Marga Cugnet;  
Community Health Service Manager, Cyndee Hoium;  
1 Recreation Staff; 9/19 residents; 3 family members

- Meetings are every 3 months

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

- Activities - enjoyed each day. Happy now that week-ends are occupied. Monthly birthday celebrations, bible study, taken up the destination challenge (fall prevention imitative) and are "going to" Hollywood. Planned for their Hollywood bash.
- Enjoyed mother's day tea (May 9<sup>th</sup>). Many family attended.
- Planning story Hour with Library and enjoyed special suppers (had Chinese food night).
- Pet friendly site – have a resident cat
- Food car appreciated – meals served hot.
- Appreciate opportunity of providing input with LTC Survey.
- Residents complimentary to all department staff "all make this our place wonderful!"
- Resident conference going well and want these to continue.
- In general meals are great, but have few suggestions.
- Like summer/winter menu - barbeque popular.
- Staff are doing rounding at this site.
- Flowers planted for the season.

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

- Dietary suggestions; too much turkey and chicken in some weeks; too much gravy, sauces. Would like more brunches.



# Long-Term Care Quality Assessment

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|--|---|--|
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| <input type="checkbox"/> Cypress         | <input type="checkbox"/> Kelsey Trail           | <input type="checkbox"/> Mamawetan Churchill River |
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| <input type="checkbox"/> Prairie North   | <input checked="" type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon       |   |  |

**Facility Name and Number:** Moose Mountain Lodge, Carlyle - 73535

Date of visit (DD/MM/YYYY): 25/05/2015

Please list those from the RHA that attended: CEO, Marga Cugnet; Community Health Service Manager, Danielle Benjamin; 2 activity staff

12 residents \39, met with 1 family members after meeting.

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

- We sat outside for the meeting on the porch and enjoyed the summer weather. Happy with nursing care, some summer students hired and residents always enjoy the new staff that are young.
- Happy with addition of week-end activities – sometimes difficult to hire staff to cover shifts.
- Many varied activities – library brings books regularly, many drives with picnics, looking forward to ponies coming for Father's Day, pub nights, mini-camp.
- Happy with barbeque every Thursday over the summer
- Had meeting with food service supervisor and appreciated voicing their concerns and suggestions:
  - More fresh fruit available
  - Too much turkey
  - More potatoes
- Issue of "lost clothing" has improved with better labelling
- Enjoy entertainment groups from community.

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

- Ventilation issues – coming to repair air conditioner this week.
- Housekeeping not always up to standard.
- Most laundry satisfactory, but new supply of hand towels purchased are very rough (reported to Regional Director of Environmental Services and 3s Health)
- Grounds not always neat and tidy (community group coming in to clean up one area – completed in June)
- Need to review maintenance budget for summer students as groundskeepers.
- Would like a cover/roof for porch as can get too warm; gazebo requires painting (plan in place with community)
- Hot food cart good idea but difficult to maneuver in dining room as many broda and wheelchairs, would like menu reviewed.

# 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 type="checkbox"/> Kelsey Trail           | <input type="checkbox"/> Mamawetan Churchill River |
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| <input type="checkbox"/> Prairie North   | <input checked="" type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon       |   |  |

**Facility Name and Number:** New Hope Pioneer Lodge, Stoughton - 73537

Date of visit (DD/MM/YYYY): 25/05/2015

Please list those from the RHA that attended: CEO, Marga Cugnet; Nurse B, Monica Dayman; Community Health Services Manager, Linda Wilson; 2 activity staff; 1 dietary staff; 3 continuing care aids; Regional Director of Food and Nutrition, Shelly Miller-Hertes

Residents 15/30, staff-10, family-1

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

- Nursing staff in this facility are already doing regular rounding with the residents – this is already built into daily shift duties.
- Pleased with various activities – had Volunteer Appreciation Tea, going for drives, started bedding plants in March and happy they are doing well outside. Bought new fish tank – some residents assist with care of the fish. Week-end activities well received. Staff pleased (and residents too) as they got through flu season with no outbreaks.
- Were planning for family picnic in June – community participate and this event is well attended.
- Two new RN's joined the staff and summer students were hired (eg, activities – floor curling, shuffle board, doing joint 12 week exercise session with community and will repeat in the fall).
- Residents very pleased with their home – staff are very engaged.
- Have active auxiliary – plan lunches, birthday parties.
- Children from Stoughton school often come and do activities with residents, have reading program.
- One resident commented "if it was any better I couldn't stand it".

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

- Would like a new barbeque, still could be some improvement in menu choices but it has gotten better. They added more fresh fruits and salads as requested.
- Discussion about residents having options to have key for their room so they can lock when they leave the room. There are challenges in the smaller facilities where there is a mix of residents with some dementia and others that do not have cognitive defects. Most residents are very patient, but are upset if someone goes into their belongings. This will be looked into by staff.

# Long-Term Care Quality Assessment

## Please Select Your Health Region:

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|--|---|--|
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| <input type="checkbox"/> Prairie North   | <input checked="" type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon       |   |  |

**Facility Name and Number:** Galloway Health Centre, Oxbow - 73111

**Date of visit (DD/MM/YYYY):** 15/06/2015

**Please list those from the RHA that attended:**

CEO, Marga Cugnet; Community Health Service Manager, Caroline Hill;  
Nurse B, Alison Duncan; 1 Activity Staff; 5 residents; 1 family

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

- Nursing – happy with care, sometimes have to wait
- Lots of activities – enjoying barbeque lunches, new exercise program, Falls Prevention challenge, Father's day Weiner Roast planned, school students come often, some residents are attending grade 12 Grad, fortunate to have plenty of local entertainment that come to their home.
- Pleased with addition of weekend events.
- Just starting to use the hot food cart
- Replaced the gazebo in courtyard and new nurse call system (so residents can talk o staff before they come down to their room.)
- Have church service once a week
- Spa days each month.
- Ladies Auxiliary helps raise funds for activity supplies.
- Several residents involved in gardening/flowers and happy with wheelchair garden boxes.
- 29(1) Information Redacted

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

- Enjoy the food but 2 male residents would like larger portions, manager will talk to staff and we told residents to request more food when desired.
- Family mentioned that would be great to have 2 professional staff (RN plus RN or LPN) from 7 pm – 11 pm as often medications are late because nurse busy in emergency room.