

# Long-Term Care Quality Assessment - 2016

## Please Select Your Health Region:

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

**Facility Name and Number:** Biggar & District Health Centre

Date of visit (DD/MM/YYYY): 11/05/16

Please list those from the RHA that attended:

CTM/CEO/Activity Coordinator/Head Cook  
20 residents and 3 family members

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

Very positive discussion about food, activities, and quality of life. Lots of kudos for staff. CTM gave a report on progress related to concerns from the previous meeting.(f/u on laundry concerns and metallic tasting water)

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

High degree of concern about the grade on the outdoor patios being hazardous for people in wheelchairs.  
Discussion about how to mitigate acoustical issues in the large meeting rooms.  
Questions about improving and maintaining the gardens and lawns.  
Can the windows be washed?  
Minor concern about fresh fruit and snacks on the units although this has improved.  
Residents concerned that others can wander into their rooms and frighten people or remove personal belongings.

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

The CTM is in the process of following up on new building concerns with the plant services director and maintenance. The head cook responded to concerns about food and will follow up to make sure the "cookie run" is happening as it should and that a reasonable amount of fresh fruit is available on the units. The CTM will follow up on care related issues.

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**Facility Name and Number:** Davidson Health Centre

Date of visit (DD/MM/YYYY): 06/09/2016

Please list those from the RHA that attended:

Ruth Miller, Director of Continuing Care; Care Team Manager, Recreation Coordinator  
11 clients, 10 family members plus 1 community member (mother used to live in facility)

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

Outside improvements have been well received & have been well used in summer i.e. additional benches in courtyard, improvements to gazebo & garden areas. Recreation activities relevant to seasons i.e. bus trips to farms. Good partnership with client/family council and facility as work together with fundraisers & facility donations on projects that enhance quality of life for clients.

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

Although there is improvement, work still needs to be done with small lip at doorway to outside patio. Outside area also gets hot and some clients would like music out there.

Paramedicine in community is good program. Would it be possible for EMS to help more in facility?

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Care Team Manager will continue to work with maintenance for further improvements to smooth out exit to patio. Care Team Manager also working with client/family group for additional outside area that would offer more shade in summer. Care Team Manager to explore use of EMS within LTC as enhancements to care.

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**Facility Name**        Dinsmore Health Centre  
**and Number:**

Date of visit (DD/MM/YYYY):    27/10/15

Please list those from the RHA that attended:

CEO, Care Team Manager, Recreation Coordinator, CCA  
8 clients, 7 family members

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

Great food & activity programs. Like having an iPad – use of technology.  
Care is great.

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

Evening staffing feels inadequate and unsafe  
Challenges hiring and keeping food services staff.

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Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

To review staffing & routines to identify areas for change to improve client care.  
Regional Support Services Coordinator and HR have worked with local college for improved access to courses for assistant cooks so that can hire as conditional hires.  
Hire casual staff as needed.

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

**Facility Name and Number:** Elrose Health Centre

Date of visit (DD/MM/YYYY): 08/09/16

Please list those from the RHA that attended:

Interim CEO, Care Team Manager, CCA  
21 clients, 3 family members

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

Dietary is accommodating & pleasant

Clients happy – like it here – just like home

Beautiful place.

Staff are wonderful – participants were thankful to staff for friendliness & helpfulness – staff are so thoughtful & kind.

Question from clients re: would staff tell her if 'breaking the rules'? Discussion followed re: client/family centred care.

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

Cold drafts in room

Discussion of cost for EMS trips – were all medically necessary.

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Maintenance staff are reviewing boilers.

Care staff to ensure appropriate use of EMS.

Reinforced concepts of client/family centred care

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**Facility Name and Number:**      Eston Health Centre

Date of visit (DD/MM/YYYY):      21/07/16

Please list those from the RHA that attended:      CEO, Activity Coordinator, Nursing staff, CTM

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

Residents and families expressed a high level of satisfaction with the food, nursing care, upkeep of the facility, and activity programs. There was extensive discussion about likes and dislikes when it comes to activities and specific food choices but the discussion was about preferences as opposed to deficiencies. Families expressed a high degree of "gratitude" that they have a well maintained facility with good care in a small rural town where they have history and family connections. Discussion about satisfaction with NP and Family Physician services available at present.

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

The areas for improvement were very specific items related to meal choices and activities. Included in these discussions was the assertion that the local staff and CTM are aware and responsive to individual needs so no concern about whether or not resident and family voices would be heard and responded to.

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Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Continuing work with Regional Support Services Coordinator, head cooks and dieticians re: nutritional, satisfying meals.

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**Facility Name and Number:** Kerrobert Health Care Centre

Date of visit (DD/MM/YYYY): 29/02/16

Please list those from the RHA that attended: . CEO, Care Team Manager

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

Emphasis on resident council is a cultural thing. Families prefer to actually be integrated into care and have concerns addressed as they arise. There is a lot of family involvement in this facility

Awareness of Resident rights and responsibilities document

Use of technology to communicate with family - skype/facetime

CTM is very involved and responsive to Resident and staff concerns. The role of family and residents in planning is a qi focus

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

Possible improvement to the menu

Staffing at times of day with 'pod' design

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Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Manager will continue to encourage clients/families to approach her when there is a concern or issue.

Work with Quality dept to identify practices and/or areas that could become more efficient.

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

**Facility Name** Kindersley Health Care Centre  
**and Number:**

Date of visit (DD/MM/YYYY): 14/03/16

Please list those from the RHA that attended: CEO, Care Team Manager, Recreation Coordinator, Recreation workers, AHN  
21 clients, 1 family member

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

- improvements to emergency services locations
- ease of mental health referrals for inpatients
- partnership with Foundation to paint and re-furnish rooms --
- review of Resident Bill of Rights
- cleaning up the grounds in preparation for spring

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

Question: how is rent calculated - could people be discharged for inability to pay?

fullsome discussion about how to accommodate individual preferences  
how to safely deter residents with dementia from entering others' rooms

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve  
quality of care for residents and staff in long-term care:

Issues were discussed and questions answered within the meeting. CTM and recreation staff will follow-up on individual  
requests/concern

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**Facility Name and Number:** Kyle Health Centre

Date of visit (DD/MM/YYYY): 03/11/15

Please list those from the RHA that attended: CEO, Care Team Manager, Recreation Coordinator  
9 clients and 6 family members

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

kudos to activity and other staff  
families feel welcome and make a significant contribution to care  
positive to have RN/NP in community – great asset for small remote locations

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

personal laundry labelling  
suggestions to improve soap dispensers  
reminder about privacy when entering resident rooms  
staffing can be tight, especially evenings and when program beds occupied

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

CTM is engaged and dealing with local items identified.



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**Facility Name and Number:** Lucky Lake Health Centre

Date of visit (DD/MM/YYYY): 03/11/15

Please list those from the RHA that attended: CEO, Care Team Manager, Recreation Coordinator

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

Small facility - resident focused care  
good food  
family involvement +  
improvements to outdoor access  
activity programs+

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

Changes to lab + for phc, challenge to retain CLXT  
staffing pressures at heavy care time

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

CTM has plans in place to address concerns and interested parties are engaged.

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**Facility Name and Number:** Outlook & District Health Centre

Date of visit (DD/MM/YYYY): 01/12/15

Please list those from the RHA that attended:  
CEO, Care Team Manager, Recreation Coordinators, SSA  
12 clients, 8 family members

Please describe what is working well as identified through your visit and discussions with residents and families

Good care – staff are caring.  
Entertainment and recreation programs are good

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

Question: Is cost of incidentals based on actual use? Cost seems higher than actual usage.  
Personal care such as tooth brushing  
Physician coverage for LTC residents  
Hallway clutter  
Bibs from the new laundry do not allow residents to don and doff independently  
Would like more entertainment on week-ends  
There is room for improvement with food choices and quality  
Staffing - could staffing standards be legislated? - insufficient, especially at heavy care times

Challenges staffing due to high leave usage and requirement to accommodate staff with special needs

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

These items are to be followed up by the CTM and Director of LTC  
Work currently being done to enhance meal service to LTC clients

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**Facility Name**      Rosetown Health Centre  
**and Number:**

Date of visit (DD/MM/YYYY):      10/10/15

Please list those from the RHA that attended:  
CEO, Care Team Manager, Recreation Coordinators, Support Services Coordinator

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Please describe what is working well as identified through your visit and discussions with residents and families

Kudos to activity staff for great programming  
People notice and like intentional rounding  
Food is generally good but a few things could be improved(mainly selection of things like fruit

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

Staffing/workload - Staffing insufficient to provide adequate coverage of all "homes"  
Why beds are not filled  
Cleaning products/ventilation in tub rooms  
Staff should wear name tags at all times - be identifiable by name and job  
How to prevent/recover lost items  
Acoustics are still a concern for residents - high ceilings contribute to the problem  
Reminder that scented flowers and cleaning products can be a problem

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

CTM will manage in-house issues related to food/laundry/other care related  
Staffing and waitlist issues to be reviewed by Director and placement committee  
[Director's note: beds have been filled since meeting. Additionally, there are 2 dedicated ALC/respice beds which are also being used)

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**Facility Name and Number:** St. Joseph's Integrated Health Facility, Macklin (affiliate)

Date of visit (DD/MM/YYYY): 29/Feb/2016

Please list those from the RHA that attended: CEO, Activity Coordinator, Physician, Executive Director (ED)  
Executive Director and Physician in separate meetings with CEO

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

A high level of satisfaction with day to day life in the facility was expressed. Some concerns were mentioned about the satisfaction with the local physician and worries that he might leave and make it harder to find a regular physician to consult with.

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

Some concerns expressed about the morale of the staff, but no specifics except some seemingly uncomfortable comments about "family feuding" and "infighting". Residents who spoke to this said that the new ED (Lance) seemed to be paying attention and trying to make improvements

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Heartland CEO met with the physician and the ED on a few occasions directly and through the SMO and VP of Quality to discuss issues and changes that have likely influenced morale at St. Joseph's for a couple of years now, beginning during the tenure of a previous ED and local Board. Heartland Health has also made attempts to address quality and safety concerns in communication and partnership with Emmanuelle Healthcare in a formal and structured way. There has been a high degree of contact and reporting on progress.

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**Facility Name and Number:** Wilkie & District Health Centre

Date of visit (DD/MM/YYYY): 09/05/16

Please list those from the RHA that attended:

CEO, Care Team Manager, Recreation Coordinator  
11 clients and 4 family members

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

Positive feedback on food and recreation programs. Following this meeting residents registered a concern that the meeting was disrupted by visitors who did not appear to be interested in hearing resident input. There was discussion about possibly having a separate meeting for family members who have concerns and don't wish to contribute to discussion about improvements to programming for the residents.

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

Residents made some suggestions about food and activities. Family members talked about:

- sign out procedures
- a mechanism to orient people to the current day and date
- how resident and family councils could/should work
- after hours and week-end activities
- having call bells accessible at all times
- communication about the falls prevention program at orientation
- how will the census be handled
- accreditation schedule
- what data is collected for the concern handling process, how does the process work
- procedures for family members to participate at meal times
- communicating the activity calendar

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

The CTM and Director will follow-up. There were an unusual number of concerns and issues mentioned in this meeting, some of which have already been discussed through concern handling processes. An assessment will be done of what suggestions can just be implemented, which ones require additional sharing of information, and which ones may require a more formal routing through the concern handling process. Consideration will be given to having separate time for family council before or after the resident council meeting in response to concerns from residents that the meeting was not conducted in a way that allowed them to do their usual business.

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**Facility Name**      Unity & District Health Centre  
**and Number:**

Date of visit (DD/MM/YYYY):      30/05/16

Please list those from the RHA that attended:

CEO, Care Team Manager

12 family members (no clients at request of family members – wanted to meet as specific group with CEO. Regular client/family councils also occur).

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

Improved communication among staff – less time being spent in report and thus, increasing time with clients

Creation of client/family centred care committee

Change in focus from staff performing tasks to CFCC

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

Is the staffing level adequate? ....particularly at certain time of days. Concern re: time it takes for responses for care i.e. toileting

Questioning re: care routines and integration of facility (i.e. staff work both LTC & acute care

Question re: budget & funding of fleet vehicles

Regular care conferences

Building design makes it harder for staff to know what is happening in other areas

Missing/misplaced laundry

From client mtg: Manager to attend all meetings, one of the tub rooms water was reported to be cold

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

CEO answered questions throughout the discussion i.e. fleet vehicles, integrated facility

CTM reviewed CFCC and that, as new manager, she is still getting info re: facility, staffing, routines etc altho, encourages family members when have concerns to come to her to address

CTM and AHN working on schedule for regular care conferences

CTM working on issues i.e. communication, teamwork, laundry, maintenance