

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 type="checkbox"/> Heartland |
| <input type="checkbox"/> Cypress | <input type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
| <input type="checkbox"/> Keewatin Yatthe | X 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: Big River Health Centre
#73590

Date of visit (DD/MM/YYYY): 10/05/16

Please list those from the RHA that attended: Brett Enns, Vice President of Primary Health Services

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

- No concerns regarding nursing, dietary, maintenance. All things are done very well.
- In general, residents were very pleased with the services provided by the staff of the Big River Health Centre.
- There was good communication between staff, residents and those family members involved.

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

- Menu selection could be strengthened – desire for more sweets.
- A few rooms could be painted.

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:

- Review of painting schedule for rooms to be provided to Resident Council.
- Review of regional long term care menu.

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

Facility Name and Number: Birchview Home (Birch Hills)
#73593

Date of visit (DD/MM/YYYY): 19/04/16

Please list those from the RHA that attended: Brett Enns, Vice President of Primary Health Services

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

- Brett met with five residents. All agreed that everything about the Home, staff, meals, and accommodations are excellent. There is good community involvement through visiting, music, ministerial services and connections with the school and day care.

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

- They have had an art program in the past where different forms of art completed by the residents was shown. This year that has not happened and wished that additional art classes could be made available.

Please describe how 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:

- Discussion with Director of Care regarding additional art classes to occur.

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

Facility Name and Number: Evergreen Health Centre (Leoville)
#73077

(13 residents; 8 family)

Date of visit (DD/MM/YYYY): 27/04/16

Please list those from the RHA that attended: Carol Gregoryk, Vice President of Integrated Health Services

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

- Resident Council viewed the video "Meal-Time Management" which is used for Nutritional Policies/Guidelines.
- Chair explained purpose, plan for staff and resident involvement.
- Everyone able to express opinions and make requests.
- Family members very happy with care.
- Question regarding painting resident rooms and when that would occur. Plans explained.
- Curtains are old, asking about replacing – will discuss blinds for fundraising.
- Dance held in February.
- Dogs competition display.
- Kids involved with Eden.
- Plans for annual family resident meetings set up with those present.
- Discussed Purposeful Hourly Rounding.
- Reviewed upcoming events.

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

- No concerns require follow-up.

Please describe how 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:

- An example of a facility fully utilizing Eden that can be shared with other facilities.

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Facility Name and Number: Hafford Special Care Centre #73597

Date of visit (DD/MM/YYYY): 28/04/2016

Please list those from the RHA that attended: Carol Gregoryk, Vice President of Integrated Health Services

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

- New methods for Resident Comfort/Trust Fund process explained according to SCH Guidelines.
- Eden Principles reviewed and handouts provided.
- Asked re: new menu – happy with same.
- Services reviewed for improvements.

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

- Wi-Fi being requested in the facility.
- Requesting physician replacement when other physician unable to come to home. Senior Medical Officers advised.
- Lighting poor for evening activities and in some resident rooms. Discussion with Maintenance to occur.

Please describe how 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:

- Wi-Fi request will go to Information Technology.
- Physician request will go to Senior Medical Officers with respect to Guideline 10.3
- Maintenance will be requested to review all lighting.

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Facility Name and Number: Herb Bassett Home
73594

Date of visit (DD/MM/YYYY): 18/04/2016

Please list those from the RHA that attended: Pat Stuart VP Clinical Support Services and Quality Performance

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

- Fourteen residents attended the Resident Council meeting.
- Most residents were happy with the variety of food served. Some residents would like more salad and there was a request for chocolate milk and tomato juice. There is a plan to have chocolate milk and tomato juice in the home and will be available on request.
- Residents enjoy the school program where Grade 2 students have their classroom at the LTC facility on Tuesdays. Feedback from the residents was that they enjoyed the interactions with the children.
- Water coolers were recently installed in the home. Residents appreciate the ability to have water throughout the day.
- Residents had positive comments about the activities at the facility including regular entertainment and outings.
- There have been a number of fundraisers for the LTC home this year. There were many good ideas from the residents about how to use the funds. The recreation worker did a good job of soliciting feedback from the residents.

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

- Some areas for improvement include:
 - Now that the snow is gone residents said yard cleaning should be a priority.
 - Residents would like more outings. At the moment outings are monthly due to limited transportation.
 - Some residents would like water served at breakfast.
 - Two residents said their mattresses were uncomfortable.

Please describe how 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:

- A work bee was planned for yard cleaning.
- Transportation remains a concern due to limited availability of buses from City of Prince Albert.
- Mattress replacement is of concern due to limited operating and capital funds. Partnership with local Foundation is underway for fundraising.

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Facility Name and Number: Jubilee Lodge (Kinistino)
#73758

Date of visit (DD/MM/YYYY): 05/04/2016

Please list those from the RHA that attended: Carol Gregoryk, Vice President of Integrated Health Services

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

- Just a wonderful place to live.
- Reviewed all areas (Nursing, CCA's, ESW, Dietary, Maintenance, Laundry – all departments) for concerns.
- Bathing have new extra tub – happy with same.
- New activities being introduced (eg. book club, reminiscing, shopping trips).
- Both family members present felt was a very good place to be.

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

- Concerns regarding temporary nursing shortage.
- Laundry – some personal items missing.
- Maintenance – requesting extra hook in bathrooms (will be taken to Director of Care).
- Bathing – some do not want to wait for baths on bath day.

Please describe how 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:

- A bathing review will be completed regarding more specific times
- The extra hook in bathrooms was brought to attention of Maintenance.
- Staff were to look in closets of other residents for missing items.
- Nursing shortage was temporary in this facility.

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Facility Name and Number: Mont St. Joseph Home Inc. – Country Gardens #73595

Date of visit (DD/MM/YYYY): 15/9/2016

Please list those from the RHA that attended: Pat Stuart, Vice President of Clinical Support Services and Quality Performance

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

- Mont St Josephs has frequent activities / outings for the residents. The monthly calendar demonstrates daily activities. Today they had Chinese food for lunch to celebrate winning the recent patio decorating contest, the residents were very proud of their achievement. Their activity calendar is full and they appreciate the work of the recreation coordinators. Residents were satisfied with the care they received from the staff. Recently the unit was able to purchase a 'towel warmer' which the residents really like. On Grandparents day the Mont St Joseph's raised over \$22,000.00 and will be purchasing new furniture for the facility. One resident just moved from Shellbrook to Mont St Joseph's yesterday so her family could visit more often. Her family was happy with the admission process and consideration given to the residents likes and dislikes which the family member appreciated.

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

- A number of the residents said they had chicken meals too often. Stated the carrots were undercooked and difficult to eat. They would also like to have 2 menu choices as some residents don't like fish. The kitchen is monitoring wastage and gives this feedback to the Victoria Hospital dietary department. Concerns about the centralized laundry because sometimes teeth or hearing aids get lost as they go to the centralized laundry by accident and are not returned. The families would like a larger parking lot as sometimes they need to park on the street which increases their walking distance.

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:

- Recreation workers have an opportunity to meet and share programming for the LTC facilities in the region. The Regional Director of Nutrition Services will also be provided with the resident's feedback about the food.

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Facility Name and Number: Mont St. Joseph Home Inc. – Heritage Lane #73595

Date of visit (DD/MM/YYYY): 15/9/2016

Please list those from the RHA that attended: Cheryl Elliott, Vice President of Finance and Corporate Support Services

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

- Residents were gathered for their Eden meeting to discuss upcoming events as well as what events residents would enjoy in the future. The residents were updated on what Heritage Lane was providing for the Taste of Mont St Josephs (food items provided from each are of the home representing different countries) to be held the following week. This area will be representing the Philippines with several menu items.
- Representatives from the daycare were in attendance to assist with decorating for the event. The residents enjoyed having the children at their meeting.

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

- There were no family members in attendance for this meeting – family members should be encouraged to attend as they often have valuable input into how improvements could be made. This particular meeting did not have an agenda to follow as the individual who would normally run the meeting was away – if there had been a planned agenda it would have been easier to lead the discussion.

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:

- Suggest MSJ encourage family members to attend their Eden meetings with the residents as they often have valuable ideas around what residents would like to see in the future.

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

Facility Name and Number: Mont St. Joseph Home Inc. – Northern Shores #73595

Date of visit (DD/MM/YYYY): March 17, 2016

Please list those from the RHA that attended: Don McKay, Vice President of Human Resources

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

- Good participation, good spirit, raffle tickets.
- Planning a Christmas Party (fundraiser).

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

- New tables.

Please describe how 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:

- Capital dollars are provided by the region on a per bed basis for last fiscal year according to Ministry guidelines.
- Mont St. Joseph Home has an active fundraising group.

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

Facility Name and Number: Mont St. Joseph Home Inc. – Spruce Meadows #73595

Date of visit (DD/MM/YYYY): 15/09/2016

Please list those from the RHA that attended: Cecile Hunt, Chief Executive Officer

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

- Alzheimer's Coffee events and music by a guest was the planned activity.
- Eden Team meeting was held – family and resident input obtained.
- Planning for "Taste of Mont St. Joseph" also occurred.
- Discussed the successful "Grandparents Day" held earlier in the month. It was a successful fundraising activity enjoyed by all.
- Outings to "Farmer's Market" have occurred.
- Family expressed appreciation for good programming.

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

Family members expressed the following comments:

- Increased number of long term care beds needed to support transition from acute to long term care.
- Food quality is a concern. Meals are prepared at Victoria Hospital and there is a request to assess menus
- Families enjoy the opportunity to bring favorite food items to their resident.

Please describe how 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:

- Frequency of review of long term care menus will be assessed.
- Resident and family feedback on food quality will be discussed by the Regional Director of Nutrition Services and Mont St. Joseph administrative staff.

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Facility Name and Number: Mont St. Joseph Home Inc. – Telemiracle Trail #73595

Date of visit (DD/MM/YYYY): 19/05/2016

Please list those from the RHA that attended: Don McKay, Vice President of Human Resources

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

- Foundation Coordinator joined the residents for the event.
- Planting (Blacked Eye Susan, Sweet Peas, Tomatoes) in a garden was enjoyed by all.
- Planned events with food for same.
- Play area for children is enjoyed by the long term care residents and their families.

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

The following items are requested for the outside area:

- Umbrella for deck
- Portable gazebo
- Water fund to purchase water balloons and spray guns. This could also benefit the day Care program.
- Discussed the naming of decks and outdoor spaces.
- Lights on decks and patio lanterns.

Please describe how 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:

- Strong Eden presence in the facility.
- Example for other facilities to learn from.

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Facility Name and Number: Mont St. Joseph Home Inc. – Terrace Rose #73595

Date of visit (DD/MM/YYYY): 19/05/2016

Please list those from the RHA that attended: Cecile Hunt, Chief Executive Officer

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

- Good participation by staff, residents and family members in activities.
- Terrace Rose has an additional staff member focused on activities of daily living such as gardening. This addition has been very welcome.

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

- Family members indicated an overall need for additional staff in long term care.

Please describe how 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 Eden philosophy is very evident within Mont St. Joseph. This best practice should be profiled within the region and the province.

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Facility Name and Number: Parkland Integrated Health Centre (Shellbrook)
#73588

Date of visit (DD/MM/YYYY): 07/03/2016

Please list those from the RHA that attended: Cecile Hunt, Chief Executive Officer

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

- All residents are actively encouraged to participate in the facility's activities.
- Staff are focused on consistent and thorough hand hygiene.
- The residents expressed their thanks for the care they are receiving.
- Enjoy activities. The residents/family expressed they enjoy the many activities.
- Lots of excellent volunteers.
- Hair care is present and supportive.
- The staff who support the residents at resident council meetings diligently ensure that all can hear the proceedings and reiterates through the use of technology.

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

The following comments were provided as areas of improvement;

- Access to wild meat in long term care menu.
- The development of a website to better communicate the activities calendar to family members.
- Lots of staff/residents illness.
- Suggestion that recreational activities alternate from day to evening to facilitate increased family involvement.
- Increased staffing is recommended especially at breakfast. Relaxed breakfast, while enjoyed, appears to residents and their families as a heavy workload for available staff. Concerns were also expressed about staffing levels in the house concept.
- Concerns expressed about the presence of security within the Parkland Integrated Health Centre. Some residents perceived it to be unnecessary.

Please describe how 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:

- Ongoing regional review of staffing levels in the long term care facilities.
- Exploration of more relevant communication strategy to residents and their families about facility news and activities.

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Facility Name and Number: Pineview Terrace Lodge (Prince Albert)
#73596

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

Please list those from the RHA that attended: Brett Enns, Vice President of Primary Health Services

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

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

- Petty cash increase was requested to avoid cash flow issues (currently \$600 – want to increase to \$1,000). Current process not quick – cheque sent to Finance for signature – returned then able to go to bank.
- Family Questions: Regarding costing of depends. Conversation around how to better order for supply and demand of items.
- Request to have Maintenance put up Gazebo for Family BBQ on June 9, 2016.
- Discussion about city busing, broadening the extended hours.
- Question regarding the Health Region purchasing a handi-van. The response was provided that other communities have had community/service groups donate a vehicle.

Please describe how 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:

- If Gazebo's are not constructed by second week of May to escalate to Senior Management.
- Need to repair the main patio area – need grass and would like to have flowers.
- All issues communicated to managers responsible for areas of concern.
- Petty cash will be replaced more often versus increasing amount.

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Facility Name and Number: Spiritwood and District Health Complex #73589

Date of visit (DD/MM/YYYY): 27/05/16

Please list those from the RHA that attended: Don McKay, Vice President of Human Resources

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

- Dietary – very good. Residents enjoy desserts prepared for birthdays.
- Planned upcoming outings and events:
 - June 3 – Garage Sale.
 - Spirit Feast – Spiritwood Festival.
 - June 8 – BBQ
 - June 16 – father's Day – Donuts
 - June 21 – Birthday Party
 - June 29 - Belgium waffles, Belgium discussion about Belgium sites
 - June 30 – Canada Day
- Environmental Services – rooms are clean. Short staffed sometimes.
- Laundry – labels on clothing discussed.
- Care Aides – discussed a single care aide requiring a buddy for care.
- Nurses – usually very good.
- Pets – resident pets are no longer present, but pets do visit.
- Canteen – need more fruit/vegetables.
- Recreation – want a shuffle board (one is downstairs)
- One resident indicated that their bed changes need to occur in a more timely fashion.

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

- Laundry – putting labels on clothing.
- Beds to be made on timely manner.

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:

- Implement suggestions. Was a very good visit and review.
- Director of Care and Facility Manager aware of discussion and will review with staff for follow-up.

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Facility Name and Number: Wheatland Lodge (Leask, SK)
#73592

Date of visit (DD/MM/YYYY): 22/06/16

Please list those from the RHA that attended: Carol Gregoryk, Vice President of Integrated Health Services

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

- All services reviewed – happy with staff and services.

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

- Some laundry goes missing – generally is found, noted new staff learning.
- Would all like more outings.
- More salads for one resident.
- One concern about a resident behaviour – nursing and administration are aware and will address.
- One concern regarding smoking outside by residents room – to be addressed with resident to move to a different location.

Please describe how 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:

- Recommend to Director to call in CCA to assist with outings as short Recreation staff.
- Dietary menu change across region added more fruits and vegetables.
- Specific resident concerns will be addressed individually.

Long-Term Care Quality Assessment - 2016

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 | X 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: Whispering Pine Place (Canwood)
#73591

Date of visit (DD/MM/YYYY): 27/04/16

Please list those from the RHA that attended: Carol Gregoryk, Vice President of Integrated Health Services

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

- All services reviewed with residents – no concerns. Discussed purposeful rounding. Happy with activities/outings. Food excellent, bannock had been requested and was served. Resident choice meal monthly with whatever they like. Compliments to staff who set up tables, etc. when families have events.

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

- One family requesting Wi-Fi – will be investigated. No wireless capabilities in the building at this time generally.

Please describe how 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:

- Two facilities have identified need for Wi-Fi. Wireless costs are not able to be funded by the health region at this time. Individual requests for residents to purchase with phone connections are provided to Sask Tel. Information Technology will be made aware of requests.