

# Long-Term Care Quality Assessment - 2017

## Please Select Your Health Region:

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|--|---|--|
| <input type="checkbox"/> Athabasca       | <input type="checkbox"/> Five Hills             | <input type="checkbox"/> Heartland                 |
| X 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:** Eastend Wolf Willow Health Centre - Eastend

Date of visit (DD/MM/YYYY): September 14

Please list those from the RHA that attended:

Bryce Martin – VP Primary Care, Crystal Elliott – Manger, Danette Warberg Asst. Manager and Larry Allsen – interim CEO

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

The facility is well kept and the residents enjoy their surroundings. The move to hire an assistant manager reporting to the manager in Shaunavon has brought stability for the facility and has improved the care.

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

The outside area for the resident needs improvement as there is no walking path just a patio. Some of the equipment (dining room chairs, room blinds) need replacement.

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 Eastend community trust will be approached to fund improvement efforts for equipment and the patio area.

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**Facility Name and Number:** Herbert Integrated Healthcare Facility

Date of visit (DD/MM/YYYY): September 12, 2017

Please list those from the RHA that attended:

Roland Schmidt – manager and Larry Allsen – interim CEO

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

The new coffee are project has been well received as has the facility upgrades. The new patio project has residents excited.

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

The residents use a cell phone from the facility to make calls, they do not like cell phones. Communication boards have been installed in the resident rooms however they are not always being filled out. The manager was to get a computer for skyping which has not been completed to date.

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 meeting was poorly attended as there was only 2 residents, 2 family members. There are some items that can be fixed relatively quickly - the phone issue and getting a computer that is not on our network so residents can skype with their loved ones.

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**Facility Name and Number:** Prairie Health Care Centre - Cabri

Date of visit (DD/MM/YYYY): September 7 & 8, 2017

Please list those from the RHA that attended:

Larissa Gader Manager, Activity Coordinator and Larry Allsen – interim CEO

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

The facility is very well kept. The residents and Staff are very happy as Cabri is a small facility. There seemed to be plenty of activities for the residents to do if they wish. The grounds renovations that we completed last year has given the residents a nice space to be outside. Once a month big breakfast had a mixed result.

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

There has been some changes in the seating in the dining room that has caused some residents angst. Not being able to have wine Fridays was also discussed

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:

There needs to be consistent messaging on how alcohol is handled in all our facilities, resident believe they can't have a drink if they want one. We need to get communication to residents and families on the use of alcohol.

Revamping the seating in the dining room in Cabri will continue, due to restrictions of oxygen cords and broad chairs some of the seating arrangements had to be changed, residents need to be included in this process.

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**Facility Name and Number:** Prairie View Health Centre - Mankota

Date of visit (DD/MM/YYYY): September 22, 2017

Please list those from the RHA that attended:

Bonnie Pourier – asst manager, Crystal Elliot – manager, Bryce Martin – VP Primary Care, and Larry Allsen – interim CEO

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

The facility is very well kept and the smell of food and fresh baking is always in the air in Mankota. The residents and Staff are very happy. It is a facility that is the furthest point in our Region so they are very appreciative when we come out to visit.

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

There was nothing that was brought to the forefront when talking with residents and families. They appreciate the efforts of the staff. There are facility improvements that need to be made, the kitchen needs to be renovated, the concrete in the front access and patient sitting area need to be replaced or fixed

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 kitchen renovation has been in the works for a couple months and we are just waiting for some finalized plans and we will be moving forward. The concrete will become a hazard and we will have to look at getting this repaired.

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**Facility Name and Number:** Shaunavon Hospital & Care Centre

Date of visit (DD/MM/YYYY): August 18, September 26

Please list those from the RHA that attended:

Crystal Elliott – Manger, Activity Coordinator and Larry Allsen – interim CEO.

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

This is by far the most active resident/family. Families and residents say staff are doing amazing job considering they are overworked and understaffed.

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

There are several areas that were presented for improvement.

- 1) Nurse Call system does not work all the time
- 2) Quality of care has not changed in 29 years
- 3) Residents need to have food choices
- 4) Scooter Policy – resident was told he could not drive his scooter
- 5) Residents want information on their medication

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 discussions and information brought forward provided us with several areas for improvement. Families were informed that they do not have to wait for a resident/family meeting to bring concerns forward.

- 1) We are in the process of investigating the cost of the nurse call upgrade
- 2) Staff need to be aware that if residents choose to live at risk ie: diet, we need to honor their wishes. We also need to keep family members in the loop of these choices.
- 3) A scooter policy was in place just not understood by all staff
- 4) Residents need to be included in their med reviews and be provided information on the medications they are taking

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**Facility Name and Number:** Southwest Integrated Healthcare Facility – Maple Creek

Date of visit (DD/MM/YYYY): August 10, September 25

Please list those from the RHA that attended:

Jackie Vandstone – Director, Melissa Schwab – EA, One of the RN's and Larry Allsen – interim CEO

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

The new facility has residents and families pleased with the new surroundings. They believe that most of the staff go above and beyond. They are pleased with the new menu and have suggested some items that need to be removed or improved.

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

The families are concerned about staffing levels and believe we do not have enough staff. They are particularly concerned that we have not had a manager present in the facility full time. They also expressed concerns regarding the new health authority and how their concerns would be heard. Due to OH&S concerns for our staff and the movement of garbage some of the handicap parking spots have been moved which is proving to be a challenge for one family.

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 Director presented how information and flow of work will happen in the building to address family concerns about how their concerns will be met. The family members in attendance were pleased to understand how and who to talk to. Different methods of communication were discussed.

Recruitment efforts are ongoing to fill the vacant manager position, this has been a struggle



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**Facility Name**            The Meadows  
**and Number:**            73510

Date of visit (DD/MM/YYYY):    July 31, 2017 & Multiple other dates

## Please list those from the RHA that attended:

Activities coordinators – Attended the Resident/Family Council meeting. The other dates are attendance at weekly report outs on 10 improvement projects.

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

The resident family council meetings are held quarterly. They have changed the focus to discussions about what is working and what isn't, as in previous meetings family were bringing individual concerns regarding their loved ones care which is not the forum.

This particular meeting there was discussion regarding the menu, communication and activities. The residents were happy with how the development of the menu was taking place and that their concerns were being addressed. The group was informed that the monthly newsletter had been developed and the first one will be sent out to the houses and to their family members by email or mail if they so choose.

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

A safety concern was brought forward by a family member regarding the walking path on the north end of the building. it was discussed that this was not the Region's property however it was going to be investigated as to potential changes to the path access from the Region property.

Resident brought forward a concern regarding garbage on the patios as her house patio garbage was overflowing, this had been like this for over 2 weeks. After the meeting I investigated this and it was still full. It was removed and the manager of the facility was notified as there was some confusion as to whose role it was to empty the garbages. The garbage can requires a key that was not in the house. This will be discussed at upcoming staff meetings.

## 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 Meadows opened 1 year ago and the staff of the facility are still trying to find their way and processes. There are 10 Improvement projects ongoing that are looking at such things as activities, medications, menu, staffing, flow of supplies. There have been some very good innovation coming from this work.

It is expected that some of this work will be replicated to other facilities in the Reion.



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**Facility Name and Number:** Western Seniors Citizen Home - Leader

Date of visit (DD/MM/YYYY): Multiple dates

Please list those from the RHA that attended:

Trent Regier Director, Brenda Schwann – VP Continuing Care on a few of the dates. The last resident family council meeting is was just myself (Larry Allsen – interim CEO) and the Activity Worker

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

As is with all our facilities for the most part resident and families are generally happy with the care and the commitment of the staff.

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

The facility needs improvements, the flooring, resident rooms and tub rooms. The families were upset with the changes we were making to long term care wings and the implementation of the new model of care as they believed that nothing needed to change.

We have since got the families on side and the resident are getting excited to see their new home.

Staffing is a great concern for families.

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:

There has been extensive work done in Leader towards the new model of care (small house model). The renovations have started, by next year the long term care will have a complete makeover which will include ceiling lifts in all the patient rooms. We will start with a hybrid of the model of care with the main meal still be served in the dining room.

