

# River East Personal Care Home

## Town Hall Meeting



October 23, 2019 in the Gathering Room

Present: 57 Elders and friends/family & Team Members

Meeting led by: Kim Rohm with the Leadership Team

1) Welcome:

2) Follow up from last meeting will be indicated in the minutes by “f/u”

3) New Business:

**Nursing** – Kristen, Director of Care

- 1) Falls/Wounds/Restraints/Antipsychotics- Kristen shared the stats for our home as compared to the publically reported stats for Canada. We have lower and better stats in all these areas.
- 2) Bed Safety Program- Kristen discussed siderails and bed entrapment. Occupational Therapy and nursing are monitoring individual bed activity for 72 hours to determine if the bed rail (Assist rail) is needed for independent bed mobility. This decision will be made with the family who must sign consent for use of the rail. The need for the rail will be reassessed every 3 months. Implementation date is set for November 15<sup>th</sup>.
- 3) Questions/Answers/Comments-
  - a. Family concern- Staffing- 1 nurse and 3 HCA's is not enough for 25 Elders. Elders spend too much time alone on the neighbourhood. Kim explained that MB Health Standards for the ratio of staff to Elders is met and that the home agrees that a greater staff/Elder ratio would be wonderful but we ensure their needs are met. Family and Elders may wish to speak with their MP or MLA about funding for seniors. Visit the Long Term Care Association website as they are working on addressing senior's needs with government.

- Barb, Dementia Program Manager

Report on Wound Care and Infection Control, particularly the latest Common Cold Outbreak shared with the group. See attached.

- Karen, Assistant Director of Care

Karen away today. Kim announced that Karen will be retiring at the end of November and we are currently recruiting for her position.

**Maintenance** – Ewald, Maintenance Supervisor

1) The leak in the fireside lounge has been rectified and there has been no pails in the hall collecting dripping water for months now.

*Applause was given to Ewald by those in attendance.*

2) Electrical Items:

A reminder that all electrical equipment brought into our Home must be inspected and approved by the maintenance team BEFORE use. All these items must be CSA approved.

3) Upcoming Maintenance Projects:

- You will be noticing painting and flooring repairs in the halls and replacing of the tiles on the half wall in the Fireside Lounge.
- What you won't notice is that we are replacing our hot water lines in the basement. We will try to ensure evening work is done so there is less interruption.

4) Personal Chair Repairs:

- The maintenance team has had requests to repair recliners for individuals. Personal chairs can not be repaired by the team as they are not professionals in recliner repairs and would not want something to go wrong causing injury to an Elder.

5) Questions/Answer/Comments

- a. Janet states her room is too cold- The Maintenance Team has been working with her to remedy. Boiler lines flushed & bled so should resolve.
- b. Family- The Fireside Lounge is too dark- We recognize that and are hoping to remedy next budget year.
- c. Family- Is there a plan to replace blinds in the rooms? Yes. We have been replacing 25 a year in order of priority based on sun exposure and privacy needs.
- d. Family- Tree outside mom's window blocks the light. Can someone look at it? –Yes.
- e. Family- Thank you. The front door closes a little quicker now and the temperature on Charity Road is the best it has ever been.
- f. Team Member- Thank you for much nicer grounds to enjoy.

## **Food Services** – Josh Jones, Food Services Supervisor

- 1) Introduction of Josh, new Food Services Supervisor
- 2) New menu for fall/winter coming soon.
- 3) Quality Service- We take pride in the preparation of our meals.
  - a. 300-500 audits are done per month on the fridges and storage areas. All audits will resume as soon as Josh is settled in.
- 4) Tables- New tables were purchased for the main dining area. The remainder are planned for next year.
- 5) Questions/Answers/Comments
  - a. Family- Excellent Thanksgiving dinner- Thank you
  - b. Family- Noticed the alternative is not offered consistently to all at each meal. Josh will follow up so all are offered the alternative. Of note, the team generally knows likes and dislikes and does ensure those folks receive the alternative.

## **Laundry and Housekeeping** – Tracey, Home Environment Supervisor

- 1) Audits
  - a. Cleaning audits: we do 10 per month. Look for cleanliness of floors, toilets, sinks, medication cabinets. Results have improved.
  - b. Laundry audits: average audit score is 86%. We look for rips and tears.
- 2) If you are giving clothing to an Elder for Christmas, consider trying the clothes on them before Christmas and having the items labeled before wrapping.
- 3) Questions/Answers/Comments
  - a. Family- Have observed that the label is thick and can cause rips in clothing.- Labels can be provided to you to hand sew into delicate items.

## **Social Work** – Kristy, Social Worker

- 1) Introduction of Kristy, new Social Worker – Kristy has an open door policy and comes with 12 years experience. Her responsibilities include admissions and leading the Ethics and End-of-Life team.
- 2) Elder Bill of Rights Audit shared- All indicators were met. Another audit will be conducted before Christmas.
- 3) Questions/Answers/Comments – None at this time

**Life Enrichment** – Julie, Life Enrichment Supervisor

- 1) Christmas Parties- We will be having 3 dessert and entertainment parties again this year. Please see the posters for dates and ticket information.
- 2) Elder Recreation Stats- Reviewed- Improvement to over 90% in all stats of Elders recreation needs met.
- 3) Please join us with your little ones for the annual Trick-or-Treat evening. There will be music, treats and fun. Those who wish to hand out candy can do so at the party. See posters for details.
- 4) Questions/Answers/Comments – None at this time

**Office** – Dawn, Office Coordinator

- 1) Taxes- Taxes need to be done annually. This is what MB Health uses to set the accommodation rates for living in our Home.
- 2) Questions/Answers/Comments - None at this time

**General Information** - Kim, Administrator

- 1) Complaints Management/Missing Items- From April 1<sup>st</sup> - Sept 30<sup>th</sup> there were 41 missing items. Of these, 31 were found. It was noted that items are brought in and not sent immediately to laundry for labelling. Unlabeled items that are laundered will be kept in the laundry room until the owner is identified. We started this a couple months ago and it seems to be working better for finding items quickly once a Missing Item form is initiated.
- 2) Parking Lot Safety – Please be careful over winter. There is sand and salt always available. Please let a team member know if you see an icy spot.

**4) Questions/Answers/Comments-** None voiced at this time

**5) Next meeting: April 22, 2020 date to be announced.**

**6) Adjourned- 3:45 p.m.**

**Thank you for those who were able to join us.**

**We appreciate your input and taking time from your day to be here.**

**We hope to see you next time!**