

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

**Facility Name:** Bethany Pioneer Village – Middle Lake  
**Number:** 73795  
**Demographics:** 36 beds; built in 1985 (30 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 05/05/2015 – Lori Hinz  
29/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Lori Hinz, Director

Please list the themes identified.

Surrounded by trees, this home is in a peaceful, park-like setting, as noted by CEO Dan Florizone when he joined three ladies for tea in a “fine café/restaurant setting” during his visit.

The home is very well kept. The Director of Care has been in the role for many years, and teamwork among the staff is visible. The home has a wonderful approach to “relaxed breakfasts,” meaning residents are not awakened to eat but instead are served when they are ready.

Concerns for the home include:

- Some residents have indicated that they would like to have baths more than once per week.
- Ceiling track lifts and additional beds that lower to the floor to prevent resident injury are required.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 3 ceiling track lifts
  - 2014/15 – 1 total free-standing lift.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Monthly
Please list the themes identified at the resident/family council meetings.	Residents love it here. Due to the small size of the home, staff get to know families very well, and there is a small-town "neighbours caring for neighbours" feeling.

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	<p>The Region will work with the home to obtain the required equipment to meet residents' needs.</p> <p>Management and staff in the home continuously look for opportunities to provide those residents who would like to have more than one bath per week. The Model Line homes developed a bathing survey looking at preferences around time of day, length of bath and frequency of bath. The Region will consult with this home by October 31, 2015 to complete the survey and develop an implementation strategy to incorporate resident preferences into the care plan.</p>
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| <input type="checkbox"/> Prairie North        | <input type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** Central Haven Special Care Home – Saskatoon  
**Number:** 73799  
**Demographics:** 60 beds; built in 1976 (39 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

Staff is strongly encouraged to be innovative regarding resident care. They use a visual wall\* to communicate daily during staff meetings, and survey results show high levels of staff engagement. The home also uses the Eden Alternative™ philosophy, which has made a difference. The philosophy seeks to address loneliness, helplessness and boredom in long-term care homes.

The daughter of one resident has said that while she used to notice the state of the home, she now only notices the great care being provided. As well, the home has supported the transition of five long-term care residents back into home settings within the community.

Concerns for the home include:

- Flooring repairs are required.
- The nurse call and wander prevention systems do not work properly and they are hard to maintain as the parts are no longer available.
- Staff has noted that steps are wasted due to poor internal communication systems (extra walking is done because call bell system does not allow communication from resident rooms to nursing stations).

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 3 ceiling track lifts
  - 2014/15 – 15 low beds, 1 free-standing lift.

\*A visibility wall is a permanent location where a team's data, metrics, activities and other information can be viewed daily.



## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

Every two months

Please list the themes identified at the resident/family council meetings.

New members have recently been introduced to the Council, and there has been great engagement with staff, residents and families.

## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The home will continue to focus on resident and staff engagement. Weekly and daily staff surveys are planned to provide opportunities for input. Implementation date is to be determined.

The deficiencies related to nurse call and wander prevention (secure environment for residents) have been identified within the Regional assessment process. Final plans will be in place by December 31, 2015.

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

**Facility Name:** Central Parkland Lodge – Lanigan  
**Number:** 73791  
**Demographics:** 40 beds and 1 respite bed; built in 1972 (43 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 27/05/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Lori Hinz, Director

Please list the themes identified.

This home has a number of issues that require a more in-depth look. There is a clear division between staff and administration, and work needs to be done in the following areas:

- Pride of ownership of the home is lacking by some staff members.
- Culture of care within the home – staff need to provide the highest level of care, regardless of who is scheduled.
- Teambuilding – administration and point of care staff need to work more closely together.

Other concerns for the home include:

- Administration – nursing staff is overwhelmed with paperwork.
- Staffing levels – staff report that they are short staffed at times.
- Equipment – problems include:
  - Beds do not unlock unless they are in the highest position
  - Not enough ceiling track lifts; also, slings are not compatible between floor lifts and ceiling tracks because they are different brands
  - Not enough lifts in total.
- Rooms – small and cluttered, with a lack of space to work in.
- Medication – more frequent formal medication reviews by the physician, pharmacist and care team are required.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 2 ceiling track lifts
  - 2014/15 – 1 ceiling track lift, 10 low beds, 5 bed extensions, 5 long mattresses.

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## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

If yes, how often do they meet?

Monthly

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Please list the themes identified at the resident/family council meetings.

The Council has identified a lack of communication to families from administration, and there is concern from families for residents' welfare. Families and residents have indicated that recreation therapy is a top priority and that bed times are too early (6 or 7 p.m. for some).

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

As capital funding becomes available, the Region will work with the home to obtain the required equipment.

Administration and staff will work together to address the concerns regarding challenges with communication and the lack of pride in the home.

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

**Facility Name:** Circle Drive Special Care Home – Saskatoon  
**Number:** 73817  
**Demographics:** 53 beds; built in 1984 (31 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

The general impression of this home is that it is very well run. There are a lot of long-term employees with very little staff turnover or overtime.

The organization provides a full continuum of care, extending from independent living, assisted care and long-term care, ensuring that residents can “age in place.” Families and residents greatly appreciate this continuum of care, as well as the home’s private rooms with bathrooms.

Concerns for the home include:

- The nurse call system is still functioning but replacement parts are no longer available.
- More ceiling track lifts and low beds are needed.

Recent home improvements and initiatives include:

- Staff is very supportive of the current mistaste proofing project on dehydration in long-term care.
- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 7 ceiling track lifts
  - 2014/15 – 10 low beds, 2 bed extensions, 2 long mattresses.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	The council meets every two months and they have survey forms to allow families to provide input in between meetings.
Please list the themes identified at the resident/family council meetings.	<p>Residents have commented that they sometimes have to wait up to 30 minutes for staff to respond to their call bell.</p> <p>Families would like to see increased staff for evenings and weekends. Although the facility has strong recreational therapy programming, residents would like more evening and weekend activities.</p>

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	<p>SHR will continue to work with this home to address the needs for a nurse call system, ceiling track lifts and low beds.</p> <p>Management and staff are listening to resident and family concerns and are jointly working with the resident/family council for resolution. SHR will work with the home to explore options for additional activities in the evenings and on weekends.</p> <p>With the implementation of purposeful interactions by March 31, 2016 in this home, connections with residents will occur on a regular basis, therefore, assisting residents with their care, creating confidence amongst the residents that the staff will be there when they need the supports.</p>
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| <input type="checkbox"/> Prairie North        | <input type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** Cudworth Nursing Home – Cudworth  
**Number:** 73753  
**Demographics:** 29 beds and 3 respite beds; built in 1968 (47 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 05/05/2015 – Lori Hinz  
29/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Lori Hinz, Director

Please list the themes identified.

There is a small town “neighbours caring for neighbours” feeling in this home, and overall, it is a very positive environment. A number of challenges have been identified, including:

- Recruiting qualified staff, such as Registered Nurses, Continuing Care Aides (CCA), maintenance and cooks.
- Staff retention is an issue, with many staff starting at the home before moving to a position in Saskatoon.
- Replacement parts are no longer available for the telephone system.
- A limited wander prevention system restricts the type of resident who can live in the home.
- The home still has a number of beds that do not lower to the floor as needed for sit stands, ceiling tracking and floor lifts.

Residents are involved in and are contributing to the team’s daily meetings.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 2 ceiling track lifts, 3 free-standing lifts with scales
  - 2014/15 – 2 sit stand lifts, 2 tub lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Monthly

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Please list the themes identified at the resident/family council meetings.

Overall, residents feel that the care in the home is excellent. However, residents have reported waiting for up to 30 minutes at times for staff after ringing their call bells.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

Focused work is taking place within the Region on recruitment and retention of CCAs. An Earn While You Learn education program for this classification is commencing fall 2015. We will also be looking at reducing the number of small part time positions by attaching some permanent relief shifts to those positions where it makes sense.

The home will continue to address the need to add/replace lifts and low beds. We are also working with the home to address the need to replace the obsolete phone system. In the past month, work has been done on the main door to the building to assist in reducing elopements.

As a way to address the wait in responding to call bells, the Region will prioritize this home for the implementation of purposeful interactions. Implementation will occur in October 2015. Purposeful interactions will assist both residents and staff in addressing the resident needs in a timely and regular way and will encourage meaningful interaction between the resident and staff.

We will work with the home to develop and implement staff idea sheets that will be used to obtain valuable improvement ideas from staff.

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

**Facility Name:** Extendicare – Saskatoon  
**Number:** 73803  
**Demographics:** 82 beds; built in 1963 (52 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

The infrastructure of this home is a concern. Although the building is old, the care residents are receiving is good.

Staff daily huddles are going very well. The staff regularly walks through the home to eliminate any safety hazards that may cause residents to fall or trip, i.e., ensuring all equipment in the hallway is only on one side of the hallway for safe walking path. Students enrolled in the Earn While You Learn Program for Continuing Care Aides (CCAs) from Saskatoon Business College are enjoying their placements at Extendicare.

Concerns for the home include:

- There are four rooms, each with four beds, creating a lack of privacy for residents; some have sought accommodation elsewhere as a result.
- The home has a low pool of casual staff available.
- The nurse call system is not working well and parts are no longer available.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 4 ceiling track lifts
  - 2014/15 – 4 ceiling track lifts, 1 free-standing lift.



## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

Monthly

Please list the themes identified at the resident/family council meetings.

The Council has indicated that, too often, the food choice options being served include a cold-cut plate. Also, they believe their care is being compromised due to low staffing levels.

## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will work with the home to address the current challenge with their nurse call system.

We will work with Extendicare to repurpose the four-bed rooms to improve experience for residents and family.

The Region's dietitian will work with Extendicare to improve the food choice options for the residents including review of the Regional LTC menu by January 2016.

Extendicare will also work to address the low pool of casual staff available and to hire the staff required. SHR is focusing on CCA recruitment and retention regionally with dedicated resources assigned. A corrective action is guiding this work and leadership from the Region has this as one of the Region's key priorities.

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

**Facility Name:** Golden Acres – Wynyard  
**Number:** 73787  
**Demographics:** 55 beds and 3 respite beds; built in 2001 (14 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 07/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Lori Hinz, Director

Please list the themes identified.

Residents and families have stated that the care being received in this home is phenomenal and that residents love living here.

A relatively new home, Golden Acres faces a number of equipment and other challenges:

- The nurse call system, while not old, breaks down frequently.
- Some beds are too high off the floor, so more low beds are required to meet best practices and safety requirements.
- Due to workload challenges, a review of staffing levels has been requested.
- Some residents are requesting more than one tub bath per week.

Recent home improvements and initiatives include:

- The home's staff has established weekly and daily meetings to improve communication.
- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 3 ceiling track lifts
  - 2014/15 – 1 tub, 1 tub lift, 6 long-term care beds, 4 bed extensions, 4 long mattresses, 3 standing lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Monthly
Please list the themes identified at the resident/family council meetings.	<p>The frequency and time provided for resident tub baths is a concern.</p> <p>Residents have also relayed that staff is not always available to assist in a timely fashion, due to staffing shortages.</p>

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	<p>We will work with the home to develop and implement staff idea sheets that will be used to obtain valuable improvement ideas from staff by September 30, 2015.</p> <p>The Region will develop a plan to replace any beds that do not meet the low-bed criteria. As well, assessment and planning to support repair and/or replacement of the nurse call system is underway.</p> <p>A bathing survey will be done with residents and family to support improving the experience for the residents by November 30, 2015. The survey will look at time of day the bath is provided, length of the bath and how frequent the resident would like to be bathed.</p> <p>The implementation of purposeful interactions by March 31, 2016 will assist staff in addressing residents' needs through regular checks. This will give the resident the opportunity to identify their needs and have them addressed quickly rather than waiting.</p>
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| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** Goodwill Manor – Duck Lake  
**Number:** 73751  
**Demographics:** 29 beds and 1 respite bed; built in 1986 (29 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 23/12/2014 – Corey Miller and Donna Bleakney  
29/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

This home has a good “feel,” and the pride in it is evident from Goodwill Manor’s Board Chair and Vice-Chair, who attended the CEO’s visit. The home includes beautiful gardens for residents and staff to enjoy, and positive comments were received from residents who say they enjoy living here.

Home administrators indicated that current funding is insufficient to meet staffing requirements with the following issues identified:

- Severe staffing shortages occur over summer and fall.
- Continuing Care Aides (CCAs) noted their concerns about staffing levels, training, intake and non-trained aides.
- Not enough physiotherapy/occupational therapy services are available in the home.
- There are no Registered Nurses (RNs) working the night shift, though one is available on-call overnight.

Additionally, the following equipment issues were identified:

- Communication system for staff to staff communication is required.
- Tub rooms have poor ventilation, making them very uncomfortable for both residents and staff, especially in the summer months.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 4 ceiling track lifts
  - 2014/15 – 1 tub, 1 tub lift, 2 free-standing lifts.
- Administration and the board have thanked the Region for recent investments in tubs and lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Every second month

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Please list the themes identified at the resident/family council meetings.

The Council reports that residents enjoy the home but wish that staff had more time to spend with them.

Residents appreciate the recreation program changes that allow activities to be held on weekends, as well as during the week. They would also like to see more evening activities.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will work with the administration team to address the severe staffing shortages and training issues identified by staff. Also, the very progressive Duck Lake High School would like to pilot dual-credit CCA training with Goodwill Manor (so students can be hired directly out of high school), and the home is exploring opportunities to partner with them.

An enhancement to the current nurse call system will be proposed by March 31, 2016 to improve staff to staff communication from any location in the home.

A plan to install ventilation systems in both tub rooms has been developed and implemented. This has been completed.

Administration in the home has supported education of team members in safety and resident directed care.

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

**Facility Name:** Lakeview Pioneer Lodge – Wakaw  
**Number:** 73754  
**Demographics:** 45 beds and 1 respite/palliative care bed; built in 1958 (57 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 12/05/2015 – Donna Bleakney  
29/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Donna Bleakney, Director

Please list the themes identified.

This home has experienced a number of recent improvements. A number of positive changes and initiatives have occurred in this home. Some of which include:

- A relaxed breakfast program, allowing residents to come and go as they please during specified hours.
- A new generator was installed.
- A Palliative Care Room/Family Space was developed by combining an adjoining lounge room with a resident room. This room is appreciated by residents, families and the community.
- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 5 ceiling track lifts
  - 2014/15 – 1 clothes washer, 1 free-standing lift.

Staffing and program improvements and initiatives:

- Laundry and housekeeping schedules were reorganized to allow for coverage seven days per week.
- A recreational day program, accommodating up to three clients per day, recently started utilizing current recreation staff.
- The home's Administrator and Director of Care staggered their shifts to provide leadership coverage in the home (starting at 7 a.m.) and to connect with night shift staff.
- Representatives from all departments meet daily in the afternoon to communicate and address issues.
- A new medication system is saving time for staff.
- The home is caring for residents with increased acuity (i.e., peritoneal dialysis).

Some concerns for the home include:

- More ceiling tracks in rooms are required.
  - Finding compatible slings for ceiling tracks and floor lifts would help ease staff workload.
  - Filling staff shifts, especially for Registered Nurses (RNs) and Licensed Practical Nurses (LPNs), is a challenge.
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## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Every 2 months, in addition to regular care conferences

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Please list the themes identified at the resident/family council meetings.

The Council reports that food choices are discussed at most meetings. Residents are pleased with the new palliative care space.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will continue to advocate for safety equipment to support residents and staff.

The new floor lifts being purchased have slings that are compatible between ceiling tracks and floor lifts.

The Region's dietician will work with this home on the regional menu to assist with the concerns from resident council around food choices by February 2016.

The focus of the Region on staff recruitment and retention, especially in the continuing care assistant classification will assist the home in their staffing shortages.

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

**Facility Name:** Langham Senior Citizens Home – Langham  
**Number:** 73798  
**Demographics:** 17 beds and 11 alternate level of care beds; built in 1970 (45 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 23/12/2014 – Corey Miller and Donna Bleakney  
24/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

To quote the daughter of one of this home's residents, the home provides "A+ care in a D- facility."

Despite the poor condition of the building, this home is a very special place for residents and care providers. Residents like the food and appreciate the meals, describing them as "home-cooked." Some residents from Saskatoon who were temporarily placed in the home have even decided to stay.

The home uses a mixed model of care, incorporating alternate level of care and long-term care (ALC/LTC), to accommodate couples living together. This is appreciated by both residents and the community.

The challenges associated with the building's aging infrastructure include:

- The home does not have ceiling track lifts due to insufficient building infrastructure.
- The tub room cannot easily support new tubs, requiring an engineering assessment.
- The home currently does not have a functioning call system.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 and 2014/15 – 1 tub lift, 1 tub (awaiting tub room structural changes).

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

If yes, how often do they meet?

Once a month, in addition to annual care conferences

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Please list the themes identified at the resident/family council meetings.

Families are happy with the mixed model of care the home uses (i.e., ALC/LTC). It has allowed a couple who has different criteria for residence to move in together.

Families also said that not having a proper call system can be challenging.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will work with the home to support replacement of equipment following completion of the engineering assessment.

We will also work with the home to address the insufficient call system, ensuring that residents have appropriate call devices.

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

**Facility Name:** Last Mountain Pioneer Home – Strasbourg  
**Number:** 73792  
**Demographics:** 38 beds and 1 respite bed; built in 1964 (51 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 21/04/2015 – Donna Bleakney and Lori Hinz  
21/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Lori Hinz, Director  
Donna Bleakney, Director

Please list the themes identified.

Residents and families are very positive about this home and the care being provided. Celebrating its 50<sup>th</sup> year, the home has a good feel to it despite some of its challenges.

On the day of our visit in April 2015, baby chicks and lambs were brought to the home by the Girl Guides, and their visit made the residents very happy.

This is one of the Region's Model Line Homes, which means that it received annualized funding of \$140,794 for an additional 2.50 full-time equivalent Continuing Care Aide (CCA) positions to provide resident-centred care. It is a struggle to recruit for all positions in this rural home, and CCA recruitment/retention is particularly challenging.

Other concerns for the home include:

- More beds that go to the lowest position are required.
- Staff would like more ceiling track lifts when funding becomes available.
- It is a challenge to maintain residents requiring more than a two-person assist due to staffing levels on nights.

Recent home initiatives and improvements include:

- New fire alarm, suppression and ventilation systems have been installed.
- Funding from the Urgent Initiatives Action Fund has allowed for the following:
  - 2014/15 – 1 bed pan washer.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Monthly

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Please list the themes identified at the resident/family council meetings.

No concerns were voiced.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will continue to work with this home to address the need for ceiling track lifts and more low beds.

This home will be working with the CCAs Recruitment/Retention initiative that is currently underway. The Earn While You Learn Program is being offered in Lanigan September 2015.

The Region will work to make the sprinkler system more esthetically pleasing by December 31, 2015

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

**Facility Name:** LutherCare Communities – Saskatoon  
**Number:** 73806  
**Demographics:** 129 beds and 2 respite beds; built in 1955 and 1986 (60 and 29 years old respectively)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

LutherCare Communities offers a full continuum of care, from independent living to assisted care to long-term care, ensuring that residents are able to “age in place.” Families and residents greatly appreciate this model of care.

There are good processes in place for staff morning meetings, which are well attended by all departments. Staff are using Lean\* management tools to help them provide a more efficient admission process and to improve morning care processes. They also have a well-developed Safety Management Program.

Concerns for the home include:

- The home's dementia neighbourhood (1955 section of building) requires many upgrades (e.g., flooring, tubs). As a secure neighbourhood, the large size is not designed to best support residents with dementia.
- It was suggested additional team members would assist in caring for the increased acuity of resident needs and help to reduce toileting delays. They also believe this would help reduce staff turnover.

Recent improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 10 ceiling track lifts
  - 2014/15 – 15 long-term care beds, 1 bariatric bed, 4 bed extensions, 4 long mattresses, 1 tub, 5 free standing lifts.

\*Lean is a resident-centred approach to continuously improve the care and services provided to residents.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Once per month – Quality of Life meetings  
Every two months – Resident/Family Councils

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Please list the themes identified at the resident/family council meetings.

Residents generally enjoy the home; however, some commented that they can wait up to 30 minutes for a response after ringing their call bell.

Families and residents state that there is not enough staff on the evening and night shifts, with staff constantly running to keep up with the care required.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

LutherCare Communities has a plan in place to address the replacement of the 1955 building.

Implementation of purposeful interactions in this home by March 31, 2016 will assist with meeting resident needs through meaningful interactions on a regular basis with staff. This will assist with the concern the residents have with the response to call bells.

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

**Facility Name:** Manitou Lodge – Watrous  
**Number:** 73563  
**Demographics:** 44 beds and 1 respite bed; built in 2012 (3 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

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

Please list those from the RHA that attended. Dan Florizone, CEO  
Lori Hinz, Director

Please list the themes identified. Residents love this new home. As part of the Watrous District Health Complex, it is adjoined with the acute care facility. The Primary Health Care and community physician offices have recently moved into the complex, providing for better integration between all services.

The home's recreation program is very good and well-used by residents. There are, however, a few concerns:

- The home experiences challenges in sharing staff with the adjoining acute care facility located in the same building.
- Shorter shifts at the home make it difficult to recruit and retain staff.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2014/15 – 7 long-term care beds, 3 bed extensions, 3 long mattresses.

## 2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Monthly

Please list the themes identified at the resident/family council meetings.

Families appreciate the activity program but would like to see it expanded to weekends and evenings.

Families also appreciate students from the local school frequently coming to visit the residents in their home.

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### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

Opportunities to expand activity programs to evenings and weekends will be explored with the Recreational Therapist by December 31, 2015.

A strategy to assist with recruitment and retention of continuing care assistants has been implemented with an Earn While You Learn education program commencing September 2015 with individuals from this community enrolled in the program.

Integration of nursing staff between long term care and acute care will be completed by March 31, 2016.

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Bariatric Room in Manitou Lodge



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

**Facility Name:** Nokomis Health Centre – Nokomis  
**Number:** 73105  
**Demographics:** 14 beds and 3 respite beds; built in 1978 (37 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 27/05/2015

Please list those from the RHA that attended. Dan Florizone, CEO  
Lori Hinz, Director

Please list the themes identified. This is a relatively small home connected to the Nokomis Health Centre.

Concerns for the home include:

- More low beds are needed.
- Staff believes that an additional staff member in the morning would be helpful to perform morning care.
- Additional ceiling track lifts would greatly benefit staff and residents.
- There are ongoing communication challenges between the team.

Recent home improvements and initiatives include:

- Replacement of flooring in half the building.
- Development of a new courtyard for the residents.
- Funding from the Urgent Initiatives Action Fund and targeted Capital Funding has allowed for the following capital purchases:
  - 2013/14 – 3 ceiling track lifts
  - 2014/15 – 4 ceiling track lifts.

Recently purchased ceiling track lifts have been greatly appreciated by staff.

## 2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Monthly

Please list the themes identified at the resident/family council meetings.

Residents like the small, home-like environment and report that the food is awesome.

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### **3. Action Plan:**

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will continue to work towards addressing the need for more low beds and advocate with their foundation to explore opportunities to partner on this by February 28, 2016.

Coaching will be provided on improving communication through the use of visibility walls by December 31, 2015.

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

**Facility Name:** Oliver Lodge – Saskatoon

**Number:** 73809

**Demographics:** 139 beds; built in 1962 and 2011 (53 and 4 years old respectively)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

In addition to the long term care home, the organization also manages a seniors' housing building that is connected to the home. This provides nice continuity of care and enhances "aging in place", where couples can remain together.

Concerns for the home include:

- Funding received is not felt to be adequate to meet the increased care needs of residents.
- The older section of the building presents infrastructure challenges.
- Improvements are required for the home to have a home-like feel throughout.

Recent home improvements and initiatives include:

- Centralized staff scheduling was recently implemented in the home.
- The home is working on processes to increase family engagement.
- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 10 ceiling track lifts, 7 free-standing lifts with scales
  - 2014-15 – 1 bath chair, 5 long-term care beds, 4 bed extensions, 4 long mattresses.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Quarterly
Please list the themes identified at the resident/family council meetings.	<p>Residents can wait for 15 to 20 minutes for care after ringing their call bells.</p> <p>Meals and menu choices are usually a topic of discussion at the family/resident council meetings. Some residents have requested more meal choices as they get tired of the rotating menu.</p>

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	<p>The Region will have the dietician supporting the long term care homes consult with the Oliver Lodge team surrounding menu planning and the regional menu plan template by December 31, 2015.</p> <p>The Region will work with the management and staff of the home to address the reported delay in staff responding to call bells. Implementation of purposeful interactions by March 31, 2016 will assist with the call bell response times given that staff and residents will work together to address the needs of the residents.</p>
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# 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 type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** Parkridge Centre – Saskatoon  
**Number:** 73818  
**Demographics:** 215 beds and 2 respite beds; built in 1986 (29 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/02/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Lori Hinz, Director

Please list the themes identified.

This home is operated with a team approach and receives positive feedback from staff, residents and families.

Parkridge has partnerships with several schools and community groups. Relocation of children living at Parkridge to child friendly environments within the community has started. Direct client funding is being considered to assist with these community integrations.

Parkridge is one of the few homes where residents with challenging behaviours or complex medical needs are referred in the province. The home experiences many challenges in caring for these residents given current staffing levels. The complexity of care being provided at Parkridge supports the need for reclassification to a complex care designation.

Many of the residents living at Parkridge are under the age of 65 and come from a culture in which bathing more than once per week is part of their lifestyle. Therefore, they are disappointed when additional baths cannot be accommodated.

Other concerns for the home include:

- Additional low beds are required to prevent resident injuries.
- Additional ceiling track lifts are required to accommodate the many transfers, lifts and repositions required.
- Residents would like to see more evening activities.

Recent home improvements and initiatives include:

- Building renovations are underway at Parkridge, and there has been positive feedback from residents.
- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 12 ceiling track lifts, 21 free-standing lifts with scales
  - 2014-/15 – 7 ceiling track lifts, 1 bariatric lift.

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## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

If yes, how often do they meet?

Monthly. Quality of Life managers also have regular sessions as deemed necessary by either themselves or families. Care conferences are held six weeks after admission and annually thereafter.

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Please list the themes identified at the resident/family council meetings.

Some residents feel very strongly that weekly and short duration (10-15 minute) baths are not meeting their needs.

Residents would like more assistance with care, as well as more social interactions with staff, but they realize this is difficult with current staffing levels.

Communication challenges due to language barriers have been reported between staff and residents.

---

## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will explore reclassifying Parkridge Centre as a complex care site.

The Region will continue to work to address capital needs.

Management and staff in the home continuously look for opportunities to address the fact that some residents would like to have more than one bath per week. The regional bathing survey will be used with the residents to better understand their bathing preferences by March 31, 2016.

Administration and staff will work together to address the concerns regarding challenges with communication. We will ensure staff who are hired are able to communicate with the residents through interview processes – currently in place.

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

**Facility Name:** Pleasant View Care Home – Wadena  
**Number:** 73789  
**Demographics:** 50 beds and 2 respite beds; built in 1988 (27 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 01/07/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Lori Hinz, Director

Please list the themes identified.

This is one of the Region's Model Line Homes, which means that it received annualized funding of \$166,065 for an additional 2.94 full-time equivalent Continuing Care Aide (CCA) positions to provide resident-centred care.

Concerns for the home include:

- There is no wander prevention system in the home to prevent resident elopements.
- Staffing levels contribute to residents having to wait up to 30 minutes for call bells to be answered.
- Staff report challenges dealing with residents who have aggressive tendencies.
- Minimal ceiling track lifts exist in the home and staff believes that staff time, injuries and resident comfort would improve if more were obtained.

We have adjusted the start and end time of shifts to better meet residents' needs.

A relaxed breakfast was implemented. Residents were asked when they typically want to get up in the morning. This has been incorporated into their care plan.

Residents were also surveyed in respect to their bathing preferences and bath times were adjusted to evenings and in one case an afternoon.

This home worked with home care to participate in Wheels to Meals program where members of the community were transported to the LTC home to have a meal and participate in activities with the residents. Friendships were rekindled and family bonds nurtured.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
    - 2013/14 – 7 ceiling track lifts, 5 free-standing lifts with scales
    - 2014/15 – 2 ceiling track lifts.
- 

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Once per month

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Please list the themes identified at the resident/family council meetings.

Residents are at risk for elopements (wandering outside the building).

Staffing levels need to increase in order to meet residents' needs.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

We will work with the home to develop and implement staff idea sheets by November 30, 2015 that will be used to obtain valuable improvement ideas from staff.

The Region will work with Pleasant View to address their capital needs when funding becomes available.

A new door and prox card system is to be installed by the end of September 2015 to assist in the prevention of elopements which has assisted in keeping residents safe.

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

**Facility Name:** Porteous Lodge – Saskatoon  
**Number:** 73807  
**Demographics:** 98 beds; built in 1959 (56 years old)  
Affiliated with (not owned and operated) by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

This is one of the Region's Model Line Homes, which means that it received annualized funding of \$342,960 for an additional 6.08 full-time equivalent Continuing Care Aide (CCA) positions to provide resident-centred care.

Jubilee Residences also has housing developments that generate revenue and help subsidize costs in the long-term care portion of Porteous Lodge. In addition, Saskatoon Health Region provides upgraded funding for three long-term care beds that were previously funded at a lower rate.

Infrastructure issues with this home are significant, especially in the tower section. Doorway sizes are small and there are only two bathrooms for 16 residents per floor. The ideal solution would be to close the tower and rebuild. Additionally, the nurse call system is old and frequently fails, as parts for the system are no longer available.

Other concerns for the home include:

- Sick and overtime are higher for this home.
- There is high turnover of staff, including retention in both in-scope and out-of-scope employees.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 11 ceiling track lifts, 6 free-standing lifts with scales
  - 2014/15 – 1 tub, 1 tub lift.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Every two months

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Please list the themes identified at the resident/family council meetings.

Residents would like to have more structured activities on weekends and evenings.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will work with the home to develop a plan and implement an upgraded nurse call system. (UPDATE: A new nurse call system was implemented in July 2015.)

Coaching In A Box will be offered from Saskatoon Health Region to address concerns regarding challenges with communication by March 31, 2016.

This home will be working with the CCA Recruitment/Retention initiative that is currently underway.

Management will be encouraged to work with the resident council to explore opportunities to support weekend and evening activity needs for the residents.

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

**Facility Name:** Quill Plains Centennial Lodge – Watson  
**Number:** 73790  
**Demographics:** 51 beds and 2 respite beds; built in 1967 (48 years old)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 07/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Lori Hinz, Director

Please list the themes identified.

This home has a home-like environment with a small town “neighbours caring for neighbours” feel.

With the age of the building, there are a number of infrastructure issues, such as resident lifts being old and failing. The home’s dumbwaiter is very old, but it is still required for laundry and other functions in the building. There is also an inadequate resident wander system.

Other concerns for the home include:

- Staff is working a lot of overtime.
- Resident needs are not being met in a timely fashion, and there are delays in staff responding to call bells.
- Some residents would like more than one tub bath per week.
- There seems to be a lack of connection between the health centre and the long-term care home, based on long-standing workplace cultural issues.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 3 ceiling track lifts, 4 free-standing lifts with scales
  - 2014/15 – 1 tub, 1 tub lift, 4 sit stand lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Monthly
Please list the themes identified at the resident/family council meetings.	Residents report delays in staff responding to call bells. Some residents want a tub bath more than once per week.

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	<p>The Region is working with the home for strategies to address the amount of staff overtime.</p> <p>The development and implementation of a staff idea sheet would be helpful to address workload and care improvements (e.g., request from residents for more than one tub bath per week), as well as to improve workplace culture.</p> <p>The Region will work with the home to address capital needs, including infrastructure issues, when funding becomes available.</p> <p>Management and staff in the home continuously look for opportunities to address some residents request to have more than one bath per week.</p>
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# 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 type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** Rosthern Mennonite Nursing Home - Rosthern  
**Number:** 73599  
**Demographics:** 67 beds and 1 respite bed; built in 1968 and 1989 (47 and 26 years old respectively)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 12/05/2015 – Donna Bleakney  
04/06/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Donna Bleakney, Director

Please list the themes identified.

This home is in a beautiful oasis-like setting. Residents and staff enjoy barbecue cooking and eating outside, as well as other outdoor activities as weather permits.

A para-medicine project will be starting in Duck Lake and Rosthern, and the home is excited about the new partnerships and opportunities that will improve resident care. The para-medicine project helps avoid hospital transfers by allowing residents to be cared for on-site whenever possible. Additionally, a day program was started at the home a year ago that has capacity to support five clients and is going well.

Concerns for the home include:

- Recruitment to fill four recent Registered Nurse (RN) retirements has proven to be a challenge.
- There are not enough physiotherapy/occupational therapy services at the home.
- The home's wander prevention system has obsolete parts and needs replacement.
- The home has been waiting for more than a year for two printers, and it continues to work with the Region's Information Technology Services department to obtain them.

Recent home improvement and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 6 ceiling track lifts
  - 2014/15 – 1 tub, 1 tub lift, 2 free-standing lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Every two months, in addition to care conferences

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Please list the themes identified at the resident/family council meetings.

Food choices are discussed at most meetings. Some residents would like more choices in the menu.

Residents want to spend more time with staff so that care can be more personalized.

The Council appreciates the strong recreation therapy program. There are a lot of activities and outings offered to residents.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will investigate the delayed printer acquisition request and will respond to the home by September 30, 2015.

A plan for resident security in the home will be addressed with the home by October 31, 2015.

The Region's Human Resources department will work with the home on recruitment and retention of Registered Nurses.

We will access to physiotherapy/occupational therapy with SHR Community Services by February 2016.

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

**Facility Name** Samaritan Place - Saskatoon  
**Number:** 73821  
**Demographics:** 100 beds; built in 2012 (3 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

The home has a nice, clean environment and has gone through a lot of change. Samaritan Place has a unique care model, using Nurse Practitioners (NPs), Continuing Care Aides (CCAs) and Licensed Practical Nurses (LPNs).

Concerns for the home include:

- Staff response times to call bells can be up to 30 minutes due to limited staffing, especially on evenings and weekends.
- There have been recent challenges, as the home has a mix of residents with dementia and aggressive behavioural issues.

Recent home improvements and initiatives include:

- Staff attend daily huddles, and they are encouraged to submit ideas for continuous improvement in resident care.
- Funding from the from Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2014/15 – 3 ceiling track lifts.

The home appreciates the new full ceiling track lifts and would like additional rooms to have this system installed.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

Once per month

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Please list the themes identified at the resident/family council meetings.

Staffing levels, especially in the cottages, are the main concern.

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### **3. Action Plan:**

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will work with the home to support changes in model of care by providing education on tools to understand the human resources required to meet care demands by September 30, 2015 (e.g., staffing levels, response times, care of residents with varying needs).

A focus on addressing some of these concerns will be through implementation of purposeful interactions by March 31, 2016.

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

**Facility Name** Saskatoon Convalescent Home – Saskatoon  
**Number:** 73813  
**Demographics:** 60 beds and 1 respite bed, built in 1983 (32 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

A relaxed breakfast that allows residents to eat between specified times has been established at this home and has been well received by residents and families.

New Wanderguard and nurse call systems have recently been installed, and the home is working on a process to increase family engagement. The staff is focusing on quality as part of their daily meetings.

Concerns for the home include:

- The home's administrator has voiced budgetary concerns and noted that meeting the Ministry expectations of having 50 per cent of staff trained in Lean\* basics training is very challenging.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 4 ceiling track lifts
  - 2014/15 – 1 tub, 1 tub lift.

\*Lean is a resident-centred approach to continuously improving the care and services provided to residents.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Once per month
Please list the themes identified at the resident/family council meetings.	It can be a challenge for residents with complex behaviours to live with other residents in the home.

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	We will work with the home to develop and implement staff idea sheets that will be used to obtain valuable improvement ideas from staff.
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# 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 type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** 73814 – Sherbrooke Community Centre – Saskatoon; built in 1997 (18 years old)  
**Number:** 73819 – Sherbrooke Community Centre Vets Centre – Saskatoon; built in 1991 (24 years old)  
**Demographics:** 265 beds, including Veterans' Centre beds  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/10/2014 – Donna Bleakney, Lori Hinz  
05/08/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Donna Bleakney, Director  
Lori Hinz, Director

Please list the themes identified.

This home has a great care setting and a positive feeling within it. Through its programming and development of housing neighbourhoods, the home is working to create a human habitat that includes plants, animals and children.

Great rapport was observed between residents, families and staff. Continuing Care Aides (CCAs) cook with residents in their own setting, and gardening and art programs are well used by residents. An intergenerational school program (I-Gen School Program), which has Grade 6 students coming into the home, has also proven very positive for both students and residents.

Concerns for the home include:

- The process to move residents into the home is slow, and trying to facilitate moves on weekends can be challenging.
- Sometimes the home is unable to take in residents who have behavioural issues as staff is not properly trained.
- The tubs in this home are failing and are causing ongoing issues.
- Residents receive tubs baths only once per week.
- More ceiling track lifts and low beds are required.
- The home reported they are experiencing staff shortages.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 17 ceiling track lifts
  - 2014/15 – 2 tubs, 2 tub lifts.



## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

Monthly

Please list the themes identified at the resident/family council meetings.

The Council has reported problems but feel they are not included in finding solutions.

Communication between staff at handoffs could use some improvement. Residents have said that they are often unable to find staff when they need them, as staff is busy in other rooms.

Residents want a bath more than once per week.

The home's recreation department is appreciated and runs a great art and music program. Residents also enjoy their interaction with children (I-Gen School Program).

Residents state that there is not enough variety in their food menu.

## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The development and implementation of a staff idea sheet would be helpful to address workload and care improvements. SHR will support implementation of the process by November 2015.

Management and staff in the home continuously look at the work load to address the fact that some residents would like to have more than one bath per week. They will continue to use the bathing survey to assist them in care based on individual resident preferences.

The Region is working with staff scheduling to continue to improve processes with scheduling challenges.

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

**Facility Name** Spruce Manor Special Care Home – Dalmeny  
**Number:** 73797  
**Demographics:** 36 beds; built in 1986 (29 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 06/01/2015 – Donna Bleakney  
24/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Donna Bleakney, Director

Please list the themes identified.

This home is in a beautiful rural setting, and the residents like living here. A resident from Nipawin moved into the home from an acute care setting in Saskatoon. The resident decided to stay because of the positive feeling in the home and the connection between residents and staff.

Residents report that they like the organized activities and hymn sings during activity time, the meals are very good, the home is very clean and staff are very caring. Staff reports that they like the meetings held every morning; they find it helpful to know what is going on in the entire building.

Concerns for the home include:

- Families say they would like to see more consistent staffing for residents with dementia, as those residents find changes in staffing difficult. Consistent care givers from day to day would be better for these residents.
- Families also report that staff does their best to answer call bells in a timely manner; however, some residents have to wait if staff is busy in another room.
- 29(1) Information Redacted

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2014/15 – 1 ceiling track lift, 2 free-standing lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

If yes, how often do they meet?

Every 2 months

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Please list the themes identified at the resident/family council meetings.

More physiotherapy for residents would be appreciated.

The home appears to not have enough staff in the evenings, especially around meal times and bed times, as residents wait longer for call bells to be answered at these times.

Residents report that they enjoy the meals.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region will continue to work with the home to address concerns voiced at resident/family council meetings (e.g., not enough staff in the evenings, more physiotherapy, dementia staffing model), as well as staff concerns. Implementation of purposeful interactions in this home will be one method used to assist with responding to resident needs. To be implemented by March 31, 2016.

The Region will work with the new Director of Care to ensure that she has a mentor, and to enhance the mentorship program for new managers, especially important in rural settings so managers do not feel isolated. The Region will ensure more frequent visits to this home occur to support the Director of Care and the new Administrator once one is appointed.

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

**Facility Name** St. Ann's Home – Saskatoon  
**Number:** 73810  
**Demographics:** 80 beds; built in 1979 (36 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

This home has a great environment with personalized care and a community feeling to it. Aging in place is possible in the home, as it is part of a bigger complex that includes assisted living and apartment-style residences.

The staff uses a visibility wall\* regularly to assist with communication but have identified a few concerns:

- The Director of Care and managers are regularly assisting with morning and mealtime care due to inadequate staffing levels.
- Staff is finding that standard moving in processes are too long, and they welcome changes to improve it.
- Administration says it is also challenging to admit residents with bariatric needs and equipment due to small room sizes.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 8 ceiling track lifts
  - 2014/15 – 5 ceiling track lifts.

\*A visibility wall is a permanent location where a team's data, metrics, activities and other information can be viewed daily.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Monthly (Resident Council and Family Council have their own monthly meetings)
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Please list the themes identified at the resident/family council meetings.	Staffing levels and rotation of menus continue to be major topics at these meetings.
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### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	The development and implementation of a staff idea sheet would be helpful to address workload and care improvements.
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The Region is currently working to improve the process to move residents into all long term care homes through an improvement workshop that occurred this spring. Nurse to nurse communication and preparing for the resident moving in ahead of time was implemented in June. Work continues regionally on the actions from the improvement workshop and will be implemented in this home by December 31, 2015.

The Region's dietician will work with this home to assist with the menu to reduce the repetitive meals by December 31, 2015.

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

**Facility Name** St. Joseph's Home – Saskatoon  
**Number:** 73811  
**Demographics:** 80 beds, built in 1964 (51 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

Residents and families are very happy in this home and appreciate its Ukrainian culture and strong faith. Residents report receiving excellent care.

Building upgrades and maintenance are a high priority at this home, well-evidenced by these improvements:

- The flooring is currently being replaced. The downside is that this upgrade has caused some alternating rooms to be closed decreasing the home's resident count.
- The home's boilers were recently replaced, and its generator is in the process of being replaced.
- The home is also making improvements to its entrance, and it has recently replaced several windows.

Concern identified by the home:

- The home requires more ceiling track lifts.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 4 ceiling track lifts
  - 2014/15 – 4 ceiling track lifts, 2 free-standing lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Once per month
Please list the themes identified at the resident/family council meetings.	Nothing reported.

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	<p>The Region is encouraging the development and implementation of a staff idea sheet process, and we will help implement a process for more direct resident care time by November 30, 2015.</p> <p>The Region is working with the home to address staffing issues related to shortages and overtime. Regional work on the continuing care assistant recruitment and retention initiative will assist this home.</p> <p>The Region is working with the home for a strategy to address replacement of the nurse call system. Confirmation of the plan is expected by September 30, 2015.</p>
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# 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 type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** St. Mary's Villa – Humboldt

**Number:** 73793

**Demographics:** 85 beds, built in 1963 with additions in 1977 and 1991 (52, 38 & 24 years old respectively)  
Owned and operated by Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 07/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Lori Hinz, Director

Please list the themes identified.

Staff and management of this home are frustrated that there are no concrete plans to address longstanding infrastructure issues. One area of the home (Dust Wing) has been closed due to structural issues for over three years, and several equipment and building repairs/replacements are required.

St. Mary's Villa requires additional low beds and ceiling track lifts. The nurse call system has had frequent repairs and the system is beyond its useful life and replacement parts are no longer available.

Additionally, the area that supports residents with dementia in the home has too many residents and does not meet the needs of this population. Residents with dementia often do better with fewer people and external stimulation focusing on meaningful activity.

Response times to resident calls are long due to inadequate staffing. Residents only receive tub baths once per week, but some have requested to be bathed more frequently. Physiotherapy staffing is inadequate for the size of the home, with a lack of physiotherapy times available for residents.

An increased number of resident falls has been noted and is being investigated to determine the root cause.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 7 ceiling track lifts
  - 2014/15 – 2 ceiling track lifts, 9 free-standing lifts, 15 beds, 2 bed extensions, 2 long mattresses.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

If yes, how often do they meet?

Monthly

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Please list the themes identified at the resident/family council meetings.

Some residents want a tub bath more than once per week.

Residents and families notice staff shortages, and residents often have to wait up to 30 minutes after they ring their call bell.

Residents have stated that their rooms are too small, and sharing a bathroom is a significant inconvenience.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region is working on recruitment strategies and is supporting Continuing Care Aides with an Earn As You Learn educational program by fall 2015.

The Region will increase communication with Villa staff regarding the future of Dust Wing.

A process to gather staff ideas to improve resident care will be developed. These ideas will be discussed with the staff and feasible ideas will be implemented.

The Region will work with the home to address its capital needs. Some of the concerns raised around low beds and additional ceiling track lifts have been obtained for this home with the Urgent Action Funding and recent targeted capital funding for long term care.

Bathing surveys that were developed with the Model Line Homes will be completed at this home to better understand residents' bathing preferences. This survey looks at resident preferences for bathing including time of day the bath occurs, the number of baths per week and the duration of the bath. Surveys to be completed by January 31, 2016.

Purposeful interactions will be implemented in this home by March 31, 2016 with the goal to improve connections between residents and staff and to develop relationships rather than focusing on tasks. Residents and/or families will be engaged in this process as key members of the team that focus on meaningful interactions between staff and residents. Staff will also be a part of this team. This will help improve staff moral and connection between staff and management.

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

**Facility Name** Stensrud Lodge – Saskatoon  
**Number:** 73808  
**Demographics:** 100 beds; built in 1977 with additions in 2000 (38 and 15 years old respectively)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/01/2015

Please list those from the RHA that attended.

Dan Florizone, CEO  
Corey Miller, VP  
Donna Bleakney, Director

Please list the themes identified.

Residents have voiced they appreciate the quality of the food and availability of fresh fruits.

Senior administration offices are not on site which staff has indicated is a challenge for connection and communication.

Other concerns for the home include:

- Replacement parts are no longer available for the nurse call system.
- There is an increased amount of staff overtime and sick time with staff seeming to “burn out” due to overtime shifts.
- More staff is required to deal with higher-need dementia residents.
- The home receives limited support from psychologists and other professionals, especially for residents under the age of 65.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 8 ceiling track lifts
  - 2014/15 – 2 free-standing lifts, 15 beds, 4 bed extensions, 4 long mattresses.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?	Once per month
Please list the themes identified at the resident/family council meetings.	Nothing reported.

### 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.	<p>The Region is encouraging the development and implementation of a staff idea sheet process, and we will help implement a process for more direct resident care time by November 30, 2015.</p> <p>The Region is working with the home to address staffing issues related to shortages and overtime. Regional work on the continuing care assistant recruitment and retention initiative will assist this home.</p> <p>The Region is working with the home for a strategy to address replacement of the nurse call system. Confirmation of the plan is expected by September 30, 2015.</p>
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# 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 type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input checked="" type="checkbox"/> Saskatoon |   |  |

**Facility Name:** Sunnyside Adventist Care Centre – Saskatoon  
**Number:** 73815  
**Demographics:** 97 beds and 1 respite bed; built in 1964 (51 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 09/10/2014 – Donna Bleakney, Lori Hinz  
05/08/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Donna Bleakney, Director  
Lori Hinz, Director

Please list the themes identified.

This is one of the Region's Model Line Homes, which means it received annualized funding of \$350,180 for an additional 6.21 full-time equivalent Continuing Care Aide (CCA) positions to provide resident-centred care at the point of care.

The home is doing a lot of work with Model Line Home initiatives, including increasing resident hydration and staff spending more quality time with residents. So far, there has been great progress, and staff and management are engaging with new initiatives.

Concerns for the home include:

- The home has a high turnover of residents, as it has a large number of small, semi-private shared rooms, and residents and families usually want private rooms.
- The length of time it takes to move in a resident.
- Due to small rooms and the increased physical needs of residents, more ceiling track lifts are required.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 9 ceiling track lifts
  - 2014/15 – 3 ceiling track lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

10 times per year

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Please list the themes identified at the resident/family council meetings.

Families mentioned that increased staffing levels due to the Model Line Home initiative has been an improvement.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region is currently implementing improvement ideas from a workshop this spring for a shortened admission process, including but not limited to, nurse-to-nurse referral from acute care and moving in check list with plans for replication to other homes.

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

**Facility Name:** Warman Mennonite Special Care Home – Warman  
**Number:** 73816  
**Demographics:** 31 beds; built in 1967 (48 years old)  
Affiliated with (not owned and operated by) Saskatoon Health Region

## 1. Facility Visit:

Date of visit (DD/MM/YYYY): 29/10/2014 – Donna Bleakney, Lori Hinz  
24/07/2015 – Dan Florizone

Please list those from the RHA that attended.

Dan Florizone, CEO  
Donna Bleakney, Director  
Lori Hinz, Director

Please list the themes identified.

This home has an overall positive environment, and the residents are happy. It has a nice garden maintained by volunteers, and it provides a continuum of care from assisted living to long-term care, allowing residents to “age in place.”

Additional apartments are currently being built on site that will enhance the aging in place concept. Potential partnerships between the home and its growing community have also been identified.

Extra staff at the home would help provide more care and services to residents. Getting residents to bed in a timely manner is currently a challenge with existing staffing levels. Recreation Therapists are needed to provide enhanced activities, especially for residents with dementia.

Additional concerns for the home include:

- More ceiling track lifts are needed.
- More equipment is needed in the kitchen.
- Doing admission assessments in a timely manner is difficult for staff as they are too busy to do data entry.

Recent home improvements and initiatives include:

- Funding from the Urgent Initiatives Action Fund has allowed for the following capital purchases:
  - 2013/14 – 6 ceiling track lifts, 3 free-standing lifts with scales
  - 2014/15 – 4 ceiling track lifts, 2 sit-stand lifts.

## 2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

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If no, when will a resident/family council be established?

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If yes, how often do they meet?

Quarterly

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Please list the themes identified at the resident/family council meetings.

Residents and families really like this home and report that the food is very good.

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## 3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

The Region is currently trialing a shortened admission process for all long term care homes. Once the homes finished trialing the new process, this process will be rolled out to this home.

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