



Homes Committee Agenda

Thursday, October 5, 2017
Council Chambers
County Administration Centre, Walkerton

1. Declaration of Pecuniary Interest
2. Information Items
 - A. Long Term Care Home Information Report (attached)
3. Next Meeting

November 2, 2017
4. Adjournment



Committee Report

To: Warden Mitch Twolan
Members of the Homes Committee

From: Michael McKeage
Director of Health Services

Date: October 5, 2017

Re: Long Term Care Information Report

Recommendation:

The Long Term Care Information Report dated October 5, 2017 is for information.

Background:

Resident Satisfaction Surveys

Resident Satisfaction surveys were completed in the early summer in the county homes. The scores were encouraging in both homes.

On the five statements related to Overall Satisfaction:

Question	Strongly Agree BLH	Agree BLH	Strongly Agree GWH	Agree GWH
I feel welcome at BLH/GWH	54.8%	43.6%	15.63%	81.25%
Staff treats me and my loved ones with respect	53.2%	46.8%	25%	68.75%
Staff works as a team to support my loved one's questions about my care	29.0%	62.9%	3.13%	71.88%
Staff listens to me; I feel comfortable asking questions and discussing the care I receive	39.3%	50.8%	12.50%	81.25%
I would recommend BLH/GWH to others who require long term care	56.5%	37.1%	43.75%	53.13%

At Brucelea Haven, the 3 statements with the lowest scores were:

- I am able to choose when I get up (72.9% strongly agree or agree)
- I am able to participate in when and how I am bathed (75.8% strongly agree or agree)
- There are enough staff to ensure I get the care and assistance I need without having to wait a long time (73.1% strongly agree or agree)



At Gateway Haven, the 3 statements with the lowest scores were:

- I am satisfied with Resident trust account services at GWH (56.25 strongly agree or agree - 43.75% N/A)
- There are enough staff to ensure I get the care and assistance I need without having to wait a long time (61.51% strongly agree or agree)
- I am able to participate in choosing when and how I am bathed (65.63% strongly agree or disagree)

Action plans are being developed in both homes to address areas needing improvement and results of the surveys will be presented at Residents' Council and Family Council meetings.

Ecosystem Implementation:

It is anticipated that the Ecosystem implementation will be complete in both homes by the end of this year. Most recently, the lighting system throughout both homes is being replaced with energy efficient bulbs. These changes, in addition to the replacement of the chillers and other changes are expected to produce significant positive impact on the environment and on the budget.

Communications Systems:

Sierra systems have completed the analysis of interviews with stakeholders, tour observations, business plans, completed and submitted their status report to enable the organization to move forward with the RFP.

Financial/Staffing/Legal/IT Considerations:

There are no financial, staffing, and legal or IT considerations associated with this report.

Interdepartmental Consultation:

There has been internal departmental consultation in the preparation of this report from Gateway Haven and Brucelea Haven.

Link to Strategic Goals and Elements:

Goal # 4 - Find creative ways to involve all staff in our future

Goal # 6 - Explore alternate options to improve efficiency and service



Corporation of the County of Bruce
Homes

brucecounty.on.ca

Original Draft of Report Prepared By:

Willy Van Klooster, Administrator, Brucelea Haven
Heather Penny, Administrator, Gateway Haven

Approved by:

A handwritten signature in black ink, appearing to read 'Kelley Coulter', is written over the printed name.

Kelley Coulter
Chief Administrative Officer