

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Canora Gateway Lodge  
73772

Date of visit (DD/MM/YYYY): 24/05/2017

Please list those from the RHA that attended:

**Christina Denysek, Interim President and Chief Executive Officer of Sunrise Health Region**

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

- Resident's charts relocated for privacy and charting so charts are not out in the open or exposed.
- Below provincial average for use of restraints. Staff continues to work on this.
- Residents and Family completed a Satisfaction Survey – Results were very positive. Results were posted
- Medication Reconciliation on Admission 100 %
- Auxiliary purchased tables and chairs for dining room. Good support from the community
- 1 Long Term Care bed was converted to a respite bed to meet the needs
- Work done in the basement on sump pumps, so this has taken care of chronic flooding.
- Discussed the TLR Drill for repositioning residents at the Daily Wall Huddle
- New Broda chair received through donations.
- Recreation Calendar posted with numerous activities and events.
- Monthly Birthday Party up and coming for residents.
- Received a wheelchair scale last year and really appreciated by everyone.
- Have 17 Ceiling Lifts in the building. Appreciated and safer for residents and staff
- Considerable work done to 5S many areas throughout the building.
- Painting has been underway. Handrails were painted and look new.
- "Willie and Friends" come frequently and play old time music. This is really enjoyed by the residents.
- Red and White Flowers were planted in Recreation areas for Canada's 150 celebrations.
- There is a considerable support from family and they appreciate the care provided.
- Resident Council meeting held with 10 residents and 1 family member present.

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

- Care is very good and no complaints, but food could be improved for someone with a special diet. It was recognized that efforts are being made to improve this. It is appreciated.

- Residents appreciated the smiles and kind words from staff. It “makes their day”. Alternately they expressed concern regarding staff that comes to work unhappy as it reflects in their demeanor and care.
- Plan in place to replace some old doors in resident’s rooms this year as many are still the originals from when building was built.
- Laundry concerns: some items are soiled and the facility doesn’t always receive what is ordered. This is getting better but there are still concerns.
- Front Counter in Dining Room is hazardous to residents and staff due to lifting arborite.
- A review of the Kitchen, notes several improvements needed to comply with Hazard Analysis and Critical Control Points (HACCP) Standards

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- Continue to conduct Resident Council meeting and address concerns.
- Incorporate infrastructure improvements into capital plans and identify those that are safety related.
- Address demeanor and deportment of staff as required.
- Encourage ongoing reporting of laundry concerns so these are addressed within the provincial laundry contract.
- Compliance with the HACCP Standards

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Centennial Special Care Home – Esterhazy  
73778

Date of visit (DD/MM/YYYY): 25/05/2017

Please list those from the RHA that attended:

**Christina Denysek, Interim President and Chief Executive Officer of Sunrise Health Region**

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

- Attended a Resident/Family Council meeting with 15 residents and 2 family members in attendance.
- Some of the best care staff.
- Family feel welcomed at the Care Home
- Enjoy the "Diner's Clubs" that occur as an activity.
- Recreation Room had a variety of games and activities that seemed easily accessible.
- Resident Rooms have resident's names and pictures posted.
- TLR and "All About Me" is posted consistently in rooms and in consistent places.
- Facility now has 2 TLR Champions with training currently underway.
- Medication Room remains locked for safety purposes.
- Mother's Day bulletin board prepared featuring residents and activities
- Hand Hygiene stations located outside all resident doors
- Hand Hygiene sink now installed at door of kitchen for food safety.
- Wood cupboards now removed and replaced by stainless steel cabinetry to meet Hazard Analysis and Critical Controls Points (HACCP) Standards
- Enjoys the fruit and raisin toast for breakfast.
- Work started on enhancing the courtyard. Great support from the community and staff.
- New flooring in the Chapel compliments of the Golf Charity Event.
- Initiating a number of "clean up" projects throughout the building.
- Recreation Room had a variety of games and activities that seemed easily accessible.
- Tub Rooms have heated towel warmers that are appreciated by residents.
- Manager noted there are funds available and intend to purchase new furniture for Palliative Family Room .
- Have gotten more involvement from the community such as the school and pre-school program.
- New flooring installed in half of one wing. Still in the process of putting things back in order.
- Resident's rooms have been personalized with family items.
- Facility has purchased some new art work and there are many positive sayings on the walls that make the appearance cheery.
- New sidewalks installed at the front of the building which has alleviated tripping hazards.
- Attended wall walk with Manager and staff. Good discussions and participation by staff re: current

concerns and managing of these. Great team work apparent with genuine care and concern of residents.

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

- Dinner meal of roast beef is too tough, couldn't cut the meat and tasteless.
- Residents would like more cream used i.e – Creamed vegetables, creamed chicken, etc. and 2 % milk for cereal
- Would like occasional treat of hashbrowns and would like some onions.
- Biscuits are too skinny
- A lot of canned fruit, but no sweetener and would like more sugar
- Would like different chicken pieces i.e wings and drumsticks
- Could improve the lunch cart with more variety than yogurt or pudding
- Very fortunate with Activities Workers. There are lots of opportunities if you want to take part. Enjoy the staff that sing and paint
- Request for additional channels on the TV because the basic channels really aren't very many.
- Concern with ensuring that doors are locked for safety of residents and staff.
- Family Members raised concern with the call bell in rooms being inaccessible to residents.
- Hallway due to be painted this year.
- Residents' Charts remain out in the open behind Nurse's Station. These should be in a more secure location.
- Cupboard doors have been removed in storeroom for visibility and ease of access to supplies.
- Baseboards, handrails and bottom of door are chipped, scratched, nicked and looking "tired".
- Rooms are relatively small in the building with the exception of the rooms that were originally double rooms. Hallways have a substantial amount of equipment located along the side walls. Rooms are too small to allow all the equipment and furniture to be within the room.
- Manager continues to work on staffing rotations and workflow for load leveling.
- Residents are concerned that staff is overworked and have too much to do.
- Family feels that more bus trips would be appreciated.

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- Continue to improve menu and preferences.
- Continue to meet with Resident/Family Council as this is an active and vocal group.
- Incorporate building improvements into Capital Plans.

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Foam Lake Jubilee Home  
73786

Date of visit (DD/MM/YYYY): 17/05/2017

Please list those from the RHA that attended:

**Joanne Bodnar – Director of Integrated Health Services**

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

- Residents enjoy the Red Hat Society
- Appreciate the staff and their kindness
- Resident/Family Council president will take a welcome card and introduce herself to a new resident. Feedback has been very positive with this
- Appreciate the alternate meal choices: All are greatly enjoying the new salmon choice
- "This is our home!"
- "I'm so happy my husband is here"
- Upcoming 50<sup>th</sup> anniversary of the opening of this facility to be held June 21, 2017.

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

- Concern raised that the rooms were designed for standing residents, not wheelchair residents and this decreases the ability to maintain independence (specifically mentioning paper towel dispenser, light switches, shelving)
- Wandering residents going into other residents rooms
- Some staff routines may not be set with the resident in mind
- Coffee carafes not keeping the coffee hot

## Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

- Follow up immediately done with Health Services Manager
  - o She will be reviewing those staff routines brought up to make them more resident-focused
- Maintenance will lower paper towel dispenser,
  - o Already in place
    - shelves have been made lower
    - regular towel rack made lower
    - shelves moved lower so that all are wheelchair accessible.
  - o Alternatives to current light switch to be investigated – query a pull switch?
- Yellow magnetic barrier put up on room where wanderer likes to go into.
  - o If this does not work, may need to investigate putting on a half door to privatize the concerned resident's room but will try barrier first
- New coffee carafes to be ordered

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Invermay Health Centre  
73773

Date of visit (DD/MM/YYYY): 10/05/2017

Please list those from the RHA that attended:

**Roberta Wiwcharuk, Vice President of Integrated Health Services**

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

- Resident's name and photo at the entrance to each resident room
- All resident rooms personalized
- Great signage throughout the facility
- Mother's Day Tea planned for May 13, 2017
- Stencils on the walls
- Large TV, fish tank and comfy chairs in the Dining/Common Area
- Lovely outdoor gazebo
- Activity Calendar posted
- Family was visiting one of the residents; family member stated they are very happy with the facility, the meal was great, staff are friendly and the physician visits weekly.
- Resident stated "it is nice to have my own bathroom"
- Resident stated the "Invermay Health Centre is almost like home, meals are perfect, there is always something to do and there is no time to be bored". Family members are close by.
- Each residents birthday is celebrated
- Facility very clean and the hallways were clear.
- Friendly, welcoming staff
- Ceiling track lifts in several rooms

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

- One resident stated the meals may not be perfect, but they are good. Choices are available.
- Missing personal clothing at times, but this has been addressed

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- Dietary Focus Groups will continue twice a year

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Ituna Pioneer Health Care Complex  
73784

Date of visit (DD/MM/YYYY): 06/06/2017

Please list those from the RHA that attended:

**Roberta Wiwcharuk, Vice President of Integrated Health Services**

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

- Big screen TV was in the main activity area
- There is a fireplace, shuffle board, piano and a fish tank
- Very nice Sitting Area with comfy chairs
- Stencils on the walls with lovely quotes and sayings
- One wing had recently been painted; residents and staff pleased with same
- Outdoor patio/gazebo available for the residents/families
- Activity Calendar posted
- I spoke to several residents and some of their comments were: "Staff go the limit", "This is the care I need", "Good food, good cooks", "Love it here", "Meals are tremendous" and "They make me feel special"
- The Employee Recognition Event was held in the facility on the day of the tour
- Significant improvement in reduction of restraint use

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

- One resident stated they would like some new activities, but wasn't sure what to suggest. Resident was encouraged to make some suggestions to the Recreation Staff and/or the Manager.
- One resident would like the door unlocked to the garden/patio/Gazebo area, so they can come and go as they please. Currently that door is locked

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- The Facility Manager was made aware of the above areas for improvement. She will speak to the Recreation Coordinator about some possible "new" activities for the residents and will ask for feedback from the residents as well.
- The manager stated the concrete is uneven going outside to the patio/gazebo. There will be Sierra blocks installed this summer. There has been a request made for automatic push openers for the door going out to the patio/gazebo.

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Kamsack and District Nursing Home  
73769

Date of visit (DD/MM/YYYY): 25/07/2017

Please list those from the RHA that attended:

**Joanne Bodnar – Director of Integrated Health Services**

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

- "Like it so far"
- "It's a home"
- "Like the entertainment variety"
- "My sister is well carried for"
- "She likes the main entrée (purees). I've tasted them and they are very tasty!"
- One resident stated he is happy staff are supporting his hobby of making models and painting. He is very proud of his accomplishments!
- "Meals are sometimes good"
- "I'm very short of breath and I finally have an oxygen concentrator without all the repeated testing I had to go through before"
- Beautiful new outdoor patio for residents to use
- Have a few who are Roughrider fans so they gather to watch the games wearing their Roughrider gear
- Staff show that they truly care about their residents.

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

- "Rooms could be a little bigger"
- "On the list for an electric wheelchair but don't know when I will get one. It would help with my independence"
- "Wish there was more physiotherapy as my leg is cramping up"
- One resident has recently lost her daughter and might benefit from grief counseling.

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- Physiotherapy is now providing more consistent visits and care to the Kamsack and District Nursing Home. Depending on the number of referrals, the physiotherapist will be in Kamsack 1 -2 full days per week, which is for the Nursing Home residents and community visits.

- Will investigate if there are any options for grief counseling for the one resident – this has been done. One potential option to be further discussed.

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Lakeside Manor Care Home  
73777

Date of visit (DD/MM/YYYY): 20/06/2017

Please list those from the RHA that attended:

**Bev Pacey, Director of Integrated Health Services**

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

- The grounds and flowers of the home are beautiful. The residents I visited were proud of the view out their window. One even had a hummingbird feeder.
- The resident/family council meetings are held monthly and are well attended.
- The staff are very nice and helpful. The residents know the staff by name.
- The resident rooms have a lot of personal touches in them and the resident's enjoyed telling me about them.
- There has been painting done in the common areas. Looks very welcoming and warm

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

- It is wonderful the physicians comes to the nursing home every week, but the residents would like to be more involved and understand why medications are ordered, changed or stopped.
- So many of the residents are in poor health and have to go to bed early so evenings are very quiet.
- The residents said it is difficult to please everyone when cooking for 30 people. Continue to want basic food and soup is important.
- If there was more staff there wouldn't have to be such schedules for getting up in the morning.
- More volunteers would be appreciated

## Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

- Continue with 2 x a year focus groups to review the menu for resident input
- Recruit volunteers in the smaller communities to help with things like: watering the flower gardens, spending time with the residents.
- Look at staff and resident routines as part of continuous improvement.
- Identify to Physicians when residents want to see them in person.



# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Centennial Special Care Home - Langenburg  
73779

Date of visit (DD/MM/YYYY): 03/05/2017

## Please list those from the RHA that attended:

**Christina Denysek, Interim President and Chief Executive Officer of Sunrise Health Region**

**Roberta Wiwcharuk, Vice President of Integrated Health Services**

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

- Bulletin Board with a tribute to Mother's Day was present.
  - Daily Menu posted in hall and visible to residents' and families.
  - Residents names posted on all doors with some pictures.
  - Resident rooms contained personalized items such as ornaments, pictures and small gifts from family.
  - Residents were in a variety of locations participating in many various activities indicating individualized activity to accommodate residents' needs and preferences.
  - Family Room was warm and welcoming with clean, inviting furniture, computer station, fridge, microwave, coffee pot.
  - Residents' Rooms were neat, tidy, warm and welcoming.
  - Lovely Sitting Room is available for residents, family and visitors.
  - Closets had clean, fashionable curtains to protect personal clothes and present "clean" look in the room.
  - Restraint use has been significantly reduced, based on a quality improvement project.
  - Working with Family & Friends committee for donations towards resident's comfort articles.
  - Attended Resident and Family Council meeting. Last meeting was April 18<sup>th</sup>. Monthly meetings are held.
- 10 residents and 1 family member present for current meeting. Items discussed:
- o Residents requested a return visit from local musician and performers.
  - o Facility has Quality of Life committee that raises money for things that they could purchase that would enhance the quality of life for the residents.
  - o Red/White Theme for Canada 150 years for flowers beds and outside adornment is planned for spring/summer.
  - o Recreation recently held a bake sale and raised \$ 1000 for recreation/activity use. Well supported by everyone.
  - o Annual housecleaning near complete of resident's areas and rooms.
  - o Outdoor clean-up underway for grounds.
  - o Activities for May include a volunteer appreciations event, golfing, new game purchased for use "Yard Yahtzee"
  - o Facility has outstanding support from community including families, businesses, groups, Family

and Friends Committee. Support comes in the form of financial, volunteer help, regular attendance at events and for special projects as requested.

- Monthly birthday party at end of the month. Monthly manicures take place
- More than 50% of resident's room have ceiling track lifts and all tub rooms completed.
- Staff interacted with residents on a first name basis and were friendly and engaged in conversations.
- Automatic doors installed now & new wanderguard installed 2 years ago. Residents appreciate these doors
- Residents will be attending the Spring Ukrainian Concert in the community.
- Residents participate in the bi-annual Operations Support Focus Groups i.e Menu planning.
- New Stove purchased for Residents activities.
- Very much appreciate the day when there are pancakes.
- Resident/Family Council does "Breakfast and Lunch" club- cook in smaller portions and more personalized.
- Planning bus trips for residents on Monday/Tuesdays in June.
- Family BBQ planned for July 14<sup>th</sup>

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

- Residents feel there could be more hot meals versus cold plates
- A Resident expressed an intolerance to some salad dressing and staff will change this for them.
- Residents noted there seems to be a lot of soup and sandwich. They expressed concerns that while a 2<sup>nd</sup> choice is available it is not always offered and some residents may not know to ask.
- Resident concerned with the meal time bibs and not always getting the right size and some are getting very worn.
- Light fixture in hallway by Room 202 & 217 need to be repaired.
- Noted urgency to replacing tub chairs due to the seats cracking and the batteries failing.
- Facility Manager is working with Town to repair outside areas & potholes.
- Public bathroom at the entrance is looking "weary and worn". Requires a refresh of painting. This is a public space and should equally represent the rest of facility as it really is a well maintained facility that is esthetically pleasing and a nice "home" atmosphere.
- Concern raised by resident regarding a wheelchair. He is frequently referred to Occupational Therapist. for this
- 

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- Continue to adjust menu and selections to accommodate preference.
- Repair lighting
- Include painting of public washroom into maintenance schedule for completion.
- Replace tub chairs



# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Norquay Health Centre  
73771

Date of visit (DD/MM/YYYY): 10/05/2017

## Please list those from the RHA that attended:

**Bev Pacey , Director of Integrated Health Services**

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

- There is a friendly atmosphere in the facility between residents and staff. Just as I was arriving the staff were having a little bridal shower for one of the recreation workers. The residents were part of the shower and snacks following.
- The facility is neat and clean with a fresh coat of paint in the resident hallways and new resident door signs.
- There is a brand new secure patio with flowers and chairs. This has been a long time coming and the residents and staff are very proud of it. A Grand Opening is planned for June 22<sup>nd</sup>.
- There is a well functioning resident/family council that meets every 2 months with recreation staff and the Manager.
- There were no dietary concerns

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

- Several of the residents find the building too cool. The Facility does not have a bus. The Recreation Department is going to rent a bus from another facility, so some outings can occur. Some suggestions were made at the meeting
- The last time I did a tour in Norquay, the residents were not able to get cable TV in their rooms. Now residents that want this are able to get satellite TV. Great News!!
- The daily visual management board has been moved to a better location by the New Manager. She will work towards updating the information on the wall to go with her verbal presentations.

### Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

- The Facility Manager will work with Building Services to address the concern about the building be too cool from the air conditioning.

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Preeceville & District Health Centre  
73117

Date of visit (DD/MM/YYYY): 10/05/2017

## Please list those from the RHA that attended:

**Bev Pacey , Director of Integrated Health Services**

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

- The facility is well kept and bright with large individual rooms. Family and visitors are made welcome by staff and the staff were friendly. The front entrance is welcoming with flags.
- The Saturday bible study, Sunday afternoon church service and the monthly birthday parties are enjoyed.
- Some staff go the "extra mile" such as fixing hair for a resident special event.
- The manager and the doctor come to see you if you need to see them.
- If you have pain you ask for something and it is given---do not suffer with pain.
- The kitchen cooking and baking smells are present in the dining room.

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

- It would be nice to go on more outings.
- Care of clothing and personal laundry routines could be improved.
- The temperature of food and beverages is not always optimal.
- Everything that we want done cannot be done as there are only so much time for the staff to do things.

## Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Discussion occurred with the Facility Manager:

- o Recreation outings can only occur when there are two recreation staff available. With more relief staff available there will be more opportunity to provide additional recreation activities.
- o She will review the process of delivering personal laundry and putting personal laundry into the tub room the night before the residents bath.
- o She will ensure dietary focus groups occur twice a year. Individual resident requests will be accommodated when possible.
- o If workload is really heavy, such as during an outbreak, extra staff is scheduled if available.

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** St. Paul Lutheran Home  
73780

Date of visit (DD/MM/YYYY): 18/05/2017

Please list those from the RHA that attended:

**Roberta Wiwchaurk, Vice President of Integrated Health Services**

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

- Beautiful grounds and patio area.
- Hairdressing room available
- Puzzle being worked on.
- Bedding plants ready to be planted in the garden.
- Gift shop available
- Shadow boxes outside of the residents rooms for personal items.
- Residents rooms are personalized
- Lots of books to read
- "The care is good, the staff is good"
- "I am well looked after"
- "It is nice to be close to home and my family"
- There is an Aviary that the residents enjoy
- A family member indicated they had brought concerns forward and they were addressed
- Lots of activities to attend. Many were playing a floor curling game. There had been a "bonspiel" earlier this year.
- Very nice signage to identify each Neighborhood
- A newsletter called "A Letter from Home" is published twice a year in Spring/Summer and Fall/Winter

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

- "Food could be dressed up a bit" – for example, whip cream on the jello
- "I would like soup more often"
- A family member and residents were made aware there are Focus Group meetings held in the Spring and Fall to discuss the Menu, make suggestions and address any dietary concerns.

## Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

- Dietary Focus Groups for the Residents and Families will continue twice a year.

# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Theodore Health Centre  
73152

Date of visit (DD/MM/YYYY): 10/05/2017

Please list those from the RHA that attended:

**Christina Denysek, Interim President and Chief Executive Officer of Sunrise Health Region**

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

- Upon entry the residents' names are displayed in the facility
- It is a home-like atmosphere with pictures, tapestry displayed
- Residents were up and out of rooms, nicely dressed, groomed and involved in a variety of activities.
- Mother's Day raffle was in progress by Activities department
- Residents' rooms were neat, tidy and made up. Many displayed personal items.
- Closets were contained with clean, stylish curtains to maintain privacy of personal clothing and keep neat appearance.
- Residents' rooms all had names posted outside the doors along with a picture of them.
- Some rooms contained ceiling track lifts.
- Areas for socializing were inviting, neat and contained comfortable seating and TV.
- Tub Room contained storage units with individualized labeled drawers for personal items.
- Some residents were resting in their rooms due to visit being after lunch.
- Material re: Purposeful Interactions displayed and available for staff and public to see.
- Hand Hygiene rates have seen a 6 month success rate of consistently over 93 %
- Daily wall displays information relevant to strategy including Wage Driven Premium, Sick time, Medication Reconciliation, Safety Alerts, Putting on and Taking off Personal Protective Equipment
- Safety was talked about at the daily wall huddle.
- Facility has made hip protectors available as samples to try on residents and then would be available for purchase once sizing and preference decided.
- Facility recently made a decision to lock a side entry door due to public and others accessing regularly. This will keep Building, Staff and Residents' safer.
- Facility has been making efforts to 5S and "clean" spaces.
- Slings have been assigned to residents and rooms, so they are available when needed and proper size.
- Client's care plans, TLR Logo, Sling size are posted. Consistently at the head of the bed throughout entire facility.
- Additional ceiling lifts have been installed over the past year. There is a need for more to be installed but they need to be installed through the bathrooms and not only in the room.
- Facility has small garden that they care for over summer. They also made relish.
- Resident Quotes
  - o "Staff are wonderful and very good to us."
  - o "We have no problems or complaints and we get great service here."
- Weekly church service held in facility

- Recreation Department does current events and baking groups.
- The community is very involved in the facility. i.e. When the Co-op had their customer appreciation days. They invited the residents to come.
- School children and Daycare do their concerts in facility for residents.
- The residents commented many times on how excited they are about the new bus and being able to now go out and take trips around the community.
- Trust Advisory Committee has used their funds to purchase a Bus. Expected arrival is July 2017.
- Attended a Resident/Family Council meeting with 9 residents in attendance.

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

- Requested more variety in vegetables: parsnips, broccoli, cauliflower
- Appreciate more salads – would like an oil/vinegar dressing on coleslaw as a change to the creamy dressing.
- Towel warmer was purchased and all enjoyed by all.
- It was noted that the jets on the tub are appreciated and very much missed when it is not working.
- There is a need for broda chairs for the residents. Many chairs are older and difficult to move around.

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- Residents requested a trip to Theodore Dam. A Resident said “She saw it being built as a young girl and believes more should be exposed to its history.” The residents would also like to go to the Foam Lake Jubilee Home, as a resident said “We owe them a visit back”. Other suggestions were the Thresherman’s Show at the Western Development Museum in Yorkton and the Yorkton Exhibition/Parade. The residents will be able to go on this outings once their new bus arrives.
- Incorporate more “outings” and excursions into the activity schedule for residents as these are very much enjoyed and have been missed since the old bus was no longer running.
- Continue with Resident Council meetings and the dietary focus groups.
- Summer menu has started



# Long-Term Care Quality Assessment - 2017

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

**Facility Name and Number:** Yorkton and District Nursing Home  
73776

Date of visit (DD/MM/YYYY): 07/07/2017

Please list those from the RHA that attended:

**Joanne Bodnar – Director of Integrated Health Services**

**Roberta Wiwcharuk – Vice President of Integrated Health Services**

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

As reported by residents who live there:

- "it's like home"
- "The room is comfortable and the temperature is always nice"
- "I love it"
- "They look after you good"
- "Food is good"
- "Meals are not too bad"
- "Next best thing to being home"
- "Lots of activities, lots of entertainment, lots of variety"
- "Therapies has been very good"

From family members

- "They look after my husband good"
- "It's a nice facility"

From general observation

- Hallways have been recently painted
- Area is clean
- Clutter is at a minimum
- Names and photos are outside of each room. Shadow boxes also outside of each room for personal items. Rooms are personalized.
- Lots of Canada Day 150 decorations
- Nice signage
- Facility Manager's photo and contact information posted
- Big screen TVs and shuffleboard available
- Two Lovely Palliative Care rooms and one Family Room
- Beautiful outdoor patios, gardens, yard and Pergola
- Staff were very friendly and welcoming throughout the tour.
- Hand Hygiene stations readily available
- Ceiling tack lifts available in many rooms.
- The rooms are spacious with big windows

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

As reported by residents who live here:

- "I would rather be home but this is the best place now"
- "Too many sandwiches at suppertime"
- "Lots of fish, sometimes 3 times a week – once would be enough"
- "I was a seamstress and would love to have brought my sewing machine here. I could keep myself busy sewing if it was here. But they told me it wouldn't fit in here"

From family members

- "The food needs to be improved"

**Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:**

- Suggest that a review be done to see if the one resident could have her sewing machine brought in but also recognizing the limited space in her room. It may be that having it in the room would be an OH&S issue but the resident would at least feel she had been heard.
- The Dietary concerns will be shared with the Facility and Operational Support Managers. Focus Groups with Residents/Families will continue twice a year.

