

November 5, 2016 CRFCN Conference St. Patrick's Home

Welcome by Doreen Rocque, Chair CRFCN

- A note regarding Bill 188 - Now Bill 33 - Total petitions received across the province has been close to 6000. Under the new bill, the petition will continue to include people outside the LTC homes and now (recent change) will have no deadline date attached.

Overview of the Bruyère Centre for Learning, Research and Innovation (CLRI)

Sophie Orosz, Manager

- The CLRI has been in existence since 2011 and its mandate is to support the LTC sector with evidence based care
- There are 3 in the province: Bruyère (Ottawa), Baycrest (Toronto), RIA Schlegel (Waterloo)
- Publications, training events and resources are available on the websites:
 - clri-ltc.ca
 - bruyere.org
- There will be an upcoming webinar in January on Potentially Inappropriate Prescribing. Check it out and book your space early

Nursing Care Plan: What is it and why is it needed?

Sophie Orosz, Manager, CLRI

- The nursing care plan is the key to quality care for residents in long term care homes.
- There are 40 elements in the Long-Term Care Homes Act (2007) that deal with the nursing care plan.
- The nursing care plan is the number one non-compliance issue during inspections.
- 95% of long term care facilities have compliance issues.
- Out of 630 homes in Ontario, 63 are deemed compliant.
- Public reporting on long term care homes is available at: publicreporting.ltchomes.net (Inspection reports from the MOHLTC).
- CLRI is undertaking a project to review compliance and what we can learn from the 63 compliant homes in the province and apply this knowledge to non-compliant homes.
- How Family Councils can help: challenge your nursing home - ask questions; strive to be on Quality Improvement and Resident Care Committees within your home; read the inspection reports and understand the issues behind them and follow response and how it has been instituted.

Responsive Behaviour Triggers

Annie Robitaille, PhD, Bruyère Research Institute; University of Ottawa

- Dementia responsive behaviours: physical and verbal aggression, socially inappropriateness, resistance to care, wandering, agitation.
- This is a daily challenge for staff and family.
- Triggers: unmet physical needs; frustration, confusion, environmental issues.
- Knowing these triggers can help to decrease the patient's responsive behaviours and increase the quality of life.

- Many factors can affect triggers though: age, gender, cognitive functioning, increased depressive symptomology, decreased social engagement, health instability, medications and impairment with activities of daily living.
- We need to be aware of how frightening cognitive changes can be for residents and use a gentle approach.

Champlain Region Stroke Network

Hannah Lilly, CRSN Stroke Prevention

- In long term care, 20% of residents have had a stroke
- *The Community and Long-Term Care Operational Committee*

This Committee helps the Regional Stroke Network to guide the planning and organization of the Champlain stroke system. The Committee focuses on how best to deliver care to stroke survivors in their home environment. The Regional Stroke Network's strategic plan guides the work of the Committee. To prioritize and make decisions, the Committee builds on best practice stroke care recommendations and evidence. Committee members are: persons who experienced a stroke, their family members/care partners, and representatives of community-based care providers, community organizations, and long-term care providers. The Committee meets quarterly. Members can attend in person, via the phone, or via the Ontario Telehealth Network.

Examples of projects identified and guided by the Committee:

- Community-based rehabilitation in Stormont, Glengarry and Dundas Counties and Akwesasne This service helps people who recently suffered a stroke. After a stay in the hospital or in in-patient rehabilitation, rehabilitation can continue for 8 weeks in a clinic in Cornwall or in the person's home. The goal is to help people return to their regular activities at home and in their community.

Committee members receive regular updates so that they can advise and guide project implementation, evaluation and follow-up planning.

- Connecting stroke patients to services in the community.

Many people who suffered a relatively milder stroke spend time in a hospital then return home without going to rehabilitation. This project aims to ensure that people are connected to community-based care services to continue with their recovery. Committee members contribute their insights on what types of services are needed and on good ways to link stroke survivors and services



Advice
&
information



**COMMUNITY & LONG-TERM CARE COMMITTEE
(C<C)**

Membership:

- Persons living with the effects of a stroke
- Families / care partners
- Organizations providing care in the community or in long-term care

Roles and responsibilities:

- Develop, approve and monitor C<C workplan
- Participate in working groups set up by the Committee
- Guide C<C coordinator's work
- Be an ambassador for the Regional Stroke Network

**We are all Artists: Using the arts to enhance the resident's quality of life
Tracy Luciani, Bruyère LTC**

- Arts improve the quality of life of patients who are unable to get about.
- Range of arts: watercolours, singing, music.
- Make the arts accessible and fun.
- Modify the art materials not the person - add colour, contrast, texture and adjust size.
- Modify the type of art to their interests making easy successes for the residents to keep them interested.

The Importance of Oral Care

Carole Lepage, Professor and Coordinator, Dental Programme, Cité Collégiale

- Good oral care: improves the comfort of residents; decreases the risk of oral infection and systemic disease; decreases pain associated with dental problems.
- It is important to evaluate the resident's normal oral condition and then be aware of any changes that occur - do they have gingivitis, decreased saliva (dehydrated), cavities; check their lips, tongue, gums, teeth for any changes; do they have halitosis - different smells can indicate different diseases.
- Optimum is brushing at least twice a day with a soft, small brush and a toothpaste with fluoride; use mouthwash also if needed or salt water rinse.
- For residents unresponsive use a 2x2 or 4x4 dipped in mouthwash or salt water rinse and clean residents teeth and oral cavity.

- Dentures need to be cared for also - cut a Polident tablet in 4 pieces to use; check fit of dentures and their integrity. Remove dentures at night and brush at least daily.
- With poor oral care and condition, residents can have behaviour changes: appetite, speech, mood, energy, pain.

Lorraine Purdon

Executive Director, Family Councils Ontario

Inspections

- There is now enough data to see which homes are consistently compliant and which are not.
- As of this year, all homes across the province are now being inspected yearly.
- Compliance: Most LTC facilities are non-compliant or have compliance issues (95%) but right now there is no consequence for these homes. They should be re-inspected in 3 months to ensure the issue has been resolved. Starting in January 2017, non-compliant homes will have more complicated and more in-depth inspections while compliant homes will have a lighter inspection with a smaller team.
- Two webinars in January on the Family Councils Ontario website: www.fco.ngo
 - January 12 from 1:00 - 2:30 MOHLTC - LTC Homes Inspection Program Updates
 - January 26 from 2:00 - 3:00 The Role of Caregivers and Substitute Decision Makers in LTC
- The best thing for resident's safety is for families to be involved and be engaged - important to keep families informed
- The Public Reporting Website has all inspections for all LTC Homes on it for review.
- Often trained RNs and PSWs are difficult to find in rural or northern areas and the LTC Home cannot hire to increase staff - leads to a complaint that cannot be resolved.
- Inspectors should interview Family Councils (chair and one other person) face to face, not over the phone.
- If you feel an inspector is not doing their job, let Family Councils Ontario know. Contact info is on the website: www.fco.ngo

Presentations from this conference will be sent as an attachment.

Lynn Smith, November 5, 2016