



Family Council

Meeting Date/Time: April 25th, 2023
5pm-7pm

Facilitated by: Abby Clarke Caseley
Gaye Ernst

Agenda Item	Action and Responsibility
<p>Reviewed Previous Meeting Notes – Jan 24th, 2023 Discuss outcomes from previous meeting</p> <ul style="list-style-type: none"> - Skin Assessment Concern - Family concerns brought forward around finding wounds on loved one – staff not aware until brought forward by family members. 	<p>Comments:</p> <ul style="list-style-type: none"> - Nursing and Care staff do regular assessments during daily care and during showers. If there are wounds, they are assessed by LPN or RN. After this they are inputted into the skin care monitoring program on Point Click Care. - Danyka has approached Wound-Care team to find solutions for better regular monitoring of skin integrity by floor staff. - CCA's are completing mandatory education on skin assessments each year annually. - CCA's are doing extra checks on evening and night shifts, to help mitigate these concerns that came forward. - If they find anything out of the norm they notify that to their supervisors. This call is then made to the families to notify them of this change in status as well as the care plan in place.
<p>General Updates</p> <ul style="list-style-type: none"> - Kim Croft – New Role!! 	<p>Comments:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Kim's new role is supporting occupational health (staff health) and helping to maintain

	<ul style="list-style-type: none"> - We have been asked to increase the number by continuing care, so it definitely will not be less than what Shoreham currently provides to residents.
Family Communication Pilot	<p>Comments:</p> <ul style="list-style-type: none"> - Right now, we use Facebook, email, etc. - We are looking to formalize resident and family communications through Point Click Care instead. - Can connect with individual families on elements of the resident's care through this program. - Helps to protect privacy so it is all done through a secure system. - All staff are already trained on this, Point Click Care is the primary Nursing Online Charting System utilized by Northwood. - It will be connected to the Resident (if own decision maker) or SDM's contact information that is provided as the "preferred" form of contact. This can be connected to a variety of methods including phone, text message, etc. We are testing others currently. - Management team looking to get training so everyone can use this tool. - Northwood/Shoreham cannot communicate any private information. It will be a secure system we are using to communicate with individual families regarding their loved one's status.
<p>COVID-19 Updates</p> <ul style="list-style-type: none"> - General Updates 	<p>Comments:</p> <ul style="list-style-type: none"> - No cases currently in the building. - Ongoing testing of staff doing well with self-reporting of symptoms and resulting staffing. - COVID-19 still very much out there in the community, so team and family are working hard to keep residents safe.

- **Calling prior to providing vaccinations**

- Reminder for families – when Shoreham is calling for to get consents for vaccinations, we are frequently getting questions from families as to why we keep calling for each booster or vaccination when consent has been provided once.
- The protocol is that we must ask each time for each consent.

- **COVID-19 – Presence on units and Shoreham’s response -**

If COVID-19 testing is completed and someone tests positive, is the family notified that there is COVID-19 on their loved one’s wing (even if their loved one is not the case/direct contact?)

- New directives are that we notify individuals who have been at risk of exposure of COVID-19 or are showing symptoms. We do not have to notify the other residents or families on that wing unless they have been assessed to be ‘at risk’ by infection control.

If residents attend events or programs in the public areas, how is this impacted?

- Recreation therapy and staff take attendance at programs so this is tracked and easy information to access.
- We work very closely with public health and are required to contract trace still, so this is all still utilized when necessary so we can minimize risk.

How are the cases looking with staff? Have numbers improved, decreased, etc? Have the staffing shortages been decreased or improved over time?

- Staff are still regularly self monitoring and being screened while at work to ensure that spread of illness is prevented whenever possible.
- Province is experiencing challenges with staffing in health care. Unfortunately Northwood and Shoreham are not immune to these challenges, and Shoreham being in its location carries with it the challenge of being a rural based facility.

<p>Accreditation</p> <ul style="list-style-type: none"> - Recent Updates/Circumstances 	<p>Comments:</p> <ul style="list-style-type: none"> - Board of Shoreham identified that they wanted to take this on several years ago. Our survey visit from the assessors is scheduled for the Fall. - This is Shoreham Village's first year undergoing accreditation. - National Standards for Health Care Provision – the company that Northwood works with to get Accredited. - All surveys that Shoreham has been sending out in the last few months are part of this accreditation process. - for more information <ul style="list-style-type: none"> - When Surveyors visit they will talk to families, residents, board members, and staff, this way they ensure we are providing optimal care from all perspectives.
<p>Pre-Submitted Agenda Items</p> <ul style="list-style-type: none"> - 	<p>Comments:</p> <ul style="list-style-type: none"> -
<p>Open Forum- additional agenda items</p> <ul style="list-style-type: none"> - Aunt was to visit, strong smell of urine when she arrived. They went to family room instead because the odor was not possible to visit around. Unsure if timing was off or if this is something needing to be looked into. - Nightgowns missing – some have shown up, others still have not. After sending these to laundry they did not come back to her. This is ongoing and not the first time it has occurred so is becoming frustrating. Residents are afraid of washing clothes because they are afraid of losing their belongings. Can something else be done to improve this along with existing protocols? 	<p>Comments:</p> <ul style="list-style-type: none"> - Gaye to follow up. - Shoreham has implemented a new form where families fill out the information of new clothing items when they are brought in with size, colors, descriptions, etc of items. This helps to track items when they are lost so we have a record that these items have indeed been brought in and labelled by Shoreham staff. - We have found that in general that there haven't been as many items being reported as missing. We have seen a decrease in these reports overall recently, but are happy to remind staff of this concern being brought

<ul style="list-style-type: none"> - Ventilation - very specific circumstance. We are aware that our ventilation system in the old building is not as effective as we would like, but this will be something we factor into “New Shoreham”. - Now that bird feeders are no longer allowed, are we allowed to have a hook put up under the eaves to hang something like a hanging plant instead to look at? Family was told by maintenance that they were welcome to have this but that family would need to install it themselves. 	<p>forward so that we are aware there may be things slipping between the cracks.</p> <ul style="list-style-type: none"> - Form has helped, but does not necessarily call for the detail that may assist staff in finding whose items belong specifically to whom. Some families may provide vague description if they have not had items go missing before as they do not know better. - We are able to provide more education to staff about this, and provide reminders to ensure that all staff are aware of the processes in place. - Will be taken into consideration during new build. - Gaye to follow up.
<p>Next meeting – Tuesday, July 18th 2023, 5pm-7pm on Microsoft Teams</p>	<p>Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 268 987 763 321 Passcode: R8rNUb Download Teams Join on the web Learn More Meeting options</p>