

Monitoring Seniors' Services

2015



OFFICE OF THE
SENIORS ADVOCATE

www.seniorsadvocatebc.ca
1-877-952-3181

Methodology

- ❖ Data is for either fiscal or calendar year as indicated, either 2014/2015, 2014 or 2015
- ❖ If comparable previous year's data were available they were used
- ❖ Report was circulated for data confirmation to respective Ministries, Crown Corporations, Health Authorities and Service Providers



Highlights

- ◆ Population > 65 continues to grow as projected
- ◆ Estimated population > 65 in 2015 was 820,000:
↑ 4.4% since 2014, compared to a 0.4% increase under 65
- ◆ From 2005 to 2015 population > 65 has shifted from 13.8% to 17.5% with growth projected to continue to grow to 24% of population by 2031

Highlights

- ◆ 96% of seniors report having a regular GP
- ◆ In 2013/2014, 50,747 British Columbians were living with dementia:
 - ◆ 19% were < 65, 81% were 65+, 44% were 85+
- ◆ Four out of five seniors > 85 do **not** have a diagnosis of dementia
- ◆ First Link connected to 11,000 clients



Highlights

- ◆ Home support hours ↓ in 3 of 5 health authorities, but ↑ 1% overall
- ◆ Population > 75 increased by 4%
- ◆ Home care professional service visits ↑ in 4 of 5 health authorities with an overall ↑ of 5%
- ◆ Complaints in home care ↑ 7%



Highlights

- ◆ There are 943 seniors waiting for 4,430 units of subsidized AL
- ◆ There has been a 0.9% ↑ in subsidized AL units since 2012 and a 25% ↑ in non-subsidized AL units
- ◆ 60% of non-subsidized AL units cost > \$2500 per month
- ◆ Complaints in AL have risen in each of the past two years



Highlights

- ◆ Subsidized residential care beds have ↑ 3.5% since 2012, while population > 75 ↑ by 10%
- ◆ Wait times for residential care ↑ in 2014/15

	2013/14	2014/15
Admitted within 30 days	67%	63%
Average # of days	36	41
Median # of days	15	18

- ◆ Complaints in residential care ↑ 5.8%



Highlights

- ◆ Licensing complaints where violations were found ↑ 21%
- ◆ Increase occurred in reported incidents of:
 - ◆ Disease outbreak (107 to 122)
 - ◆ Falls with injury (2,281 to 2,367)
 - ◆ Missing or wandering (333 to 336)
- ◆ There were 425 to 550 reported incidents of resident on resident aggression resulting in harm
- ◆ Use of antipsychotics without a diagnosis went from 32.4% to 30.1% a ↓ of 2.3%, but still lags behind the Canadian average of 27.1% which dropped 3.2% from 2013/14

Highlights

- ❖ Rent has ↑ 34% in last 10 years & SAFER has only ↑ the maximum rent eligible for subsidy by 9% for the same period
- ❖ The # of SAFER recipients has ↑ 8%
- ❖ The amount the province has spent on SAFER subsidies has ↑ 28% in the last 3 years



Highlights

- ◆ The waitlist for seniors subsidized housing has ↑ 7.4%
- ◆ The number of new users claiming PTD decreased 11% from 2013 to 2014
- ◆ Since 2013 property taxes/municipal charges have ↑ 4.2% and Hydro has ↑ 15%



Highlights

- ◆ The total # of active HandyDART clients ↓ 5.6%
- ◆ The total # of new clients registered for HandyDART has ↓ 17% from 2011 to 2014
- ◆ The percentage of unfulfilled ride requests for TransLink has ↑ since 2010, but ↓ 48% since 2013
- ◆ Taxi voucher requests have decreased for both TransLink and BC Transit
- ◆ The # of TransLink HandyDART complaints has ↑ from 1,294 in 2010 to 1,529 in 2014



Highlights

- ◆ 76% of seniors maintain an active drivers license
- ◆ Approximately 49,000 seniors > 80 completed the Driver Medical Examination Report (DMER)
- ◆ > 97% passed the DMER and < 3% were referred to DriveABLE



Highlights

- ❖ OAS and GIS ↑ 1.1%
- ❖ Senior's Supplement has not ↑ in over 25 years
- ❖ MSP premiums ↑ > 4% for past 3 years
- ❖ Seniors receiving Premium Assistance ↑ by approximately 4.8% since 2012. A total of 267,667 or 33% of seniors received Premium Assistance



Highlights

- ❖ Public Guardian and Trustee showed continued decline in COE and COP
- ❖ SAIL received 1,286 calls of abuse
 - ❖ 16% included abuse of > 5 years



Need to Watch

- ◆ Home support hours
- ◆ Residential care wait times and critical incidents
- ◆ Use of antipsychotics
- ◆ SAFER rate and subsidized housing wait times
- ◆ Low and moderate income seniors and utilization of subsidy programs
- ◆ Adequate reporting of abuse and neglect
- ◆ Use of HandyDART and transportation



Systemic Review of Resident on Resident Aggression

- ◆ Examine for any patterns based on:
 - ◆ Type of facility
 - ◆ Facility design
 - ◆ Client profiles/incidence of dementia
 - ◆ Use of antipsychotics and antidepressants
 - ◆ Staffing ratios
 - ◆ Staff training



Thank You

Contact

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