



OFFICE OF THE  
**SENIORS** ADVOCATE  
BRITISH COLUMBIA

# Every Voice Counts

Office of the Seniors Advocate  
Residential Care Survey  
Provincial Results

September 2017



# Housekeeping

- ◆ Dial in information:

Call 1-877-353-9184, Participant ID: 6362670#

- ◆ Report and presentation slides are available at:

[www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)

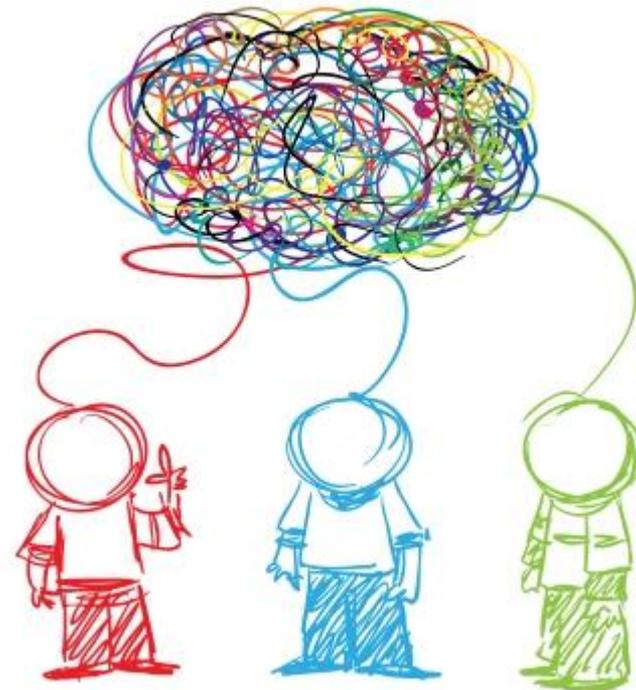
(See Reports and Publications on bottom left-hand side of home page)

- ◆ Questions can be asked via chat box on right hand side of screens or via email to:

[info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca)



# Let us celebrate and deliberate



# First We Celebrate

**10,000 Residents**

**10,000 Families**

**800 Volunteers**

**100s of Dedicated Staff**

Together we will make it better!







**Thank you!**

**Thank you!**

**Thank you!**



**Thank you!**

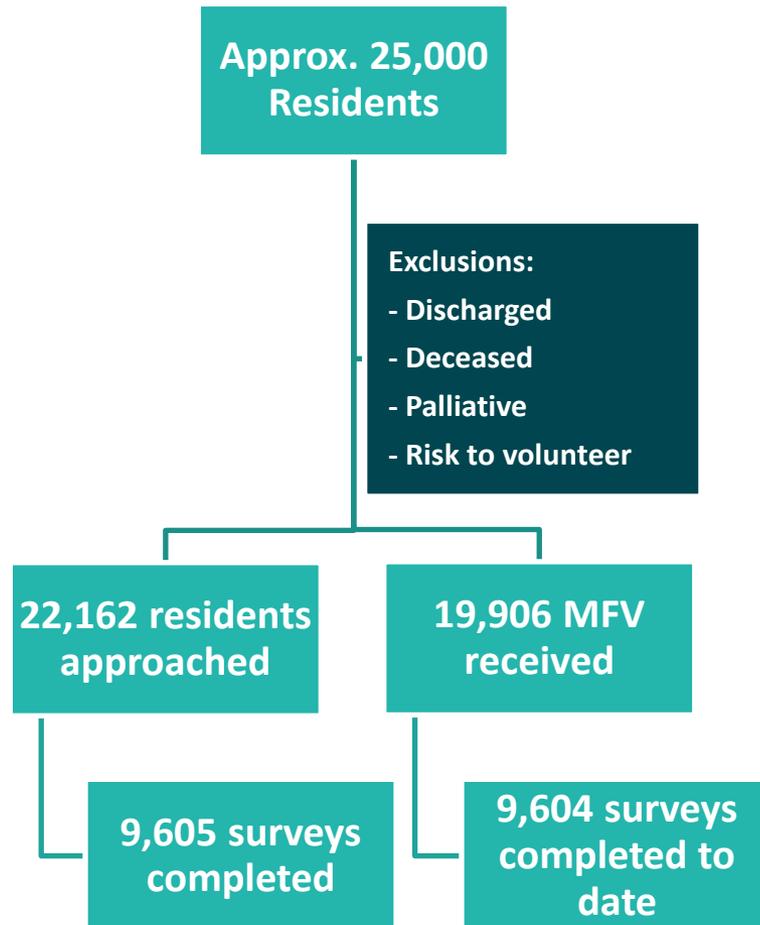
# Deliberation



# WHY

- ◆ WHY this survey?
- ◆ WHY all care homes?
- ◆ WHY all residents?
- ◆ WHY this methodology?

# Survey Participants



## Residents:

- ◆ 103 questions
- ◆ 30 minutes to 2 hours
- ◆ Response rate: 43%

## MFV:

- ◆ 104 questions
- ◆ Mail in or web
- ◆ Response rate: 48% (to date)

# Respondents and Non-Respondents

- ◆ 90% of people who responded were CPS 3 or less
- ◆ 70% of all residents overall were CPS 3 or less
- ◆ 70% of MFV responses were linked to a resident with CPS 3 or less
- ◆ 72% of people who responded were ADL 3 or less
- ◆ 60% of all residents overall were ADL 3 or less
- ◆ 60% of MFV responses were linked to a resident with ADL 3 or less

# Context

- ❖ Over half view themselves as happier than most
- ❖ Four out of ten residents do not want to be there, yet 77% would likely recommend the facility to others
- ❖ Half of residents rated the overall quality of the care home as very good or excellent
- ❖ 57% of residents think their facility regularly feels like home

# Context

- ◆ Assess their own health:
  - ◆ 39% good, 27% very good and 9% excellent health
  - ◆ 59% are limited in ability to bathe or dress self
  - ◆ 63% felt downhearted in the last week
  - ◆ 54% say their health is the same as a year ago, 13% say better and 10% say much better
- ◆ Overall, participants are relatively happy and healthy with some physical limitations

# What is Working Well

---



# What is Working Well

- ◆ Residents feel safe in the care home (88%)  
(77% of residents feel their possessions are safe)
- ◆ View staff as competent (83%)
- ◆ Staff treat them with respect (86%)
- ◆ Can decide what to wear and how to spend their time (80%)
- ◆ Are getting the services they need (80%)
- ◆ Family members are welcome anytime (90%)

# What is Working Well

- ◆ Family members feel:
  - ◆ Involved in decisions about their loved ones (88%)
  - ◆ Know who to talk to for information (89%)
  - ◆ Staff address concerns (88%)
  - ◆ Home is clean (93%) and smells good (82%)
  - ◆ Staff handle aggressive behaviour appropriately (88%)

# Areas for Improvement

---

# Bathing, toileting, physical discomfort

- ❖ 62% do not get to the bath or shower as often as they want with 50% saying it rarely or never happens
- ❖ 25% report they do not reliably get help to the toilet when needed
- ❖ 1 out of 4 are waiting too long for help with physical discomfort

# Improving mealtimes

- ◆ 67% enjoy mealtimes
- ◆ 52% don't reliably get to eat when they want
- ◆ 41% think there is not enough variety
- ◆ One-third say food is not the right temperature
- ◆ 38% need help to eat and don't reliably get it

# Making life more meaningful

- ◆ 36% regularly participate in activities that are meaningful
- ◆ 33% have a close friend
- ◆ 27% rarely or never get to spend time with like-minded residents
- ◆ 51% struggle to make friends
- ◆ 45% rarely or never have people to do things with
- ◆ 40% rarely or never get to explore new skills and interests

# Making more time for the little things

- ◆ Staff do not reliably make time for conversation (54%)
- ◆ 58% reliably consider a staff member a friend
- ◆ 24% don't tell staff when they are unhappy but only 11% feel they can't voice their opinions
- ◆ 49% report they usually don't get the same care staff during the week

# Improve relationship with doctor

- ❖ 38% say doctor does not visit when they are sick
- ❖ 44% rate quality of their physician care as very good or excellent
- ❖ 42% don't know their medications
- ❖ 38% are not consulted about medications

# In Summary...

**“More staff will mean I can more reliably get help when I need it”**

**“Take the time to talk to me and value my life experience”**

**“I am an individual, not *just one of the residents*”**

**“I’d like more freedom”**



# Recommendations

1. Increase staffing levels in care facilities
2. Increase flexibility around when and how care is delivered
3. Increase activities on evenings and weekends and create more meaningful experiences overall
4. Provide better physician care using GPs or nurse practitioners
5. Examine opportunities to improve mealtime experience

# Recommendations

6. Provide on-going education for all care staff on the importance of emotional well-being and focus on developing staff skills in this area
7. Foster greater engagement with family members around family councils and hand washing
8. Monitor progress over time using the same InterRAI surveys and make results publicly available



# Thank you!



## Questions

