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THE PROTECTION FOR PERSONS IN CARE OFFICE (PPCO) INVESTIGATION INTO LIONS PRAIRIE MANOR PERSONAL CARE HOME

The PPCO's investigation found the following regulated personal care home (PCH) standards were not being met:

- Standard 1, Bill of Rights, residents are to be cared for in a manner consistent with the resident needs, provided with a safe environment, treated with courtesy and respect, and in a way that promotes their dignity and individuality.
- Standard 7, Integrated Care Plan, requires that staff are aware of current plans and the operator is to ensure the staff who provide direct care and services to the resident are aware of the resident's current care plan.
- Standard 8, Protection for Persons in Care, states the operator shall establish safeguards to prevent residents from abuse and there is documented evidence of facility followup on all allegations of abuse and/or neglect.
- Standard 24, Staff Education, requires an annual review of the Freedom from Abuse Policy, Residents Bill of Rights as well as educational opportunities that match the special considerations and needs of the facility's residents.
- Standard 25, Complaints, requires the PCH keep records outlining the complaints and how they are handled.

The seven directives given to Lions Prairie Manor Personal Care Home:

1. Due to the lack of knowledge by staff members about the PPCO, the Act and the reporting requirements, all staff who provide direct care to patients of Lions Prairie Manor will attend a presentation about the office.
2. To support Lions Prairie Manor in advancing a positive change to its workplace culture and to promote patient safety, all staff will complete a respectful workplace educational opportunity.
3. Lions Prairie Manor will reinforce the expectation that all staff be familiar with patient care plans. The facility will also institute a formal/standardized process that nursing staff are to follow on how changes to patient care plans are communicated.
4. Lions Prairie Manor will clearly communicate and reinforce the expectations of management to staff in regards to toileting patients during mealtimes. There must be clear direction provided on what staff are to do in this situation.
5. Lions Prairie Manor will reinforce with all staff the need to ensure they transfer patients in the manner described by their care plans.

6. During the orientation of new staff, the facility will ensure staff are specifically oriented to the following areas: the PPCO and associated reporting requirements, respectful workplace, the importance of being aware of and following patient care plans, toileting patients during mealtimes, and the importance of conducting proper transfers.
7. Lions Prairie Manor will ensure all allegations of abuse/neglect undergo a thorough investigation by the facility which will include proper and complete investigation notes. Investigations are to be completed regardless of the staff member's employment status at the facility.

How Southern Health-Santé Sud is responding to the investigation:

- Jean Cox, a former assistant deputy minister of health, was hired as a consultant in June to help the facility implement the standards requirement set out by investigators, as well as to support management in making positive changes in the workplace culture. Those changes include:
 - providing additional regional resources to the current 1.0 full-time equivalent staff educator position at the facility to support fulfilment of the education directives;
 - adding resources to the facility's management team, with a stronger focus on resident safety and ensuring staff are clear, understanding of and following individualized care plans; and
 - focusing social work resources on rebuilding relationships with families, residents and the community.

Training and policies already initiated at Southern Health-Santé Sud in response to the investigation:

- 97 per cent of staff have completed training that better equips them to deal with the challenging behaviours of dementia while 88 per cent of nursing staff have completed Leadership for Today's Nurse, a two-day leadership training program;
- other educational training has also been introduced that addresses techniques for supporting those living with dementia as well as injury prevention;
- a review of key policies has been implemented for all staff including Resident Bill of Rights, Cellphone Use, Identification, Respectful Workplace, Whistleblower Protection Act, Restraints, and the Safe Client Handling and Injury Prevention Program;
- facility management is regularly attending department meetings and meeting with staff at shift change to provide support and offer information;

- regular communication between families and the care team are being encouraged, with a point-person established in some instances to provide families with the support they need and newsletters sent twice annually to families;
- resident council meetings are held monthly with all residents and family members invited to attend; and
- several new initiatives have recently been put into place to enhance the care provided including a 'relaxed breakfast' pilot program that facilitates relationship-based care, enhanced communication with new patients and their families as they transition into the facility, and the purchase of a handi-van to enhance recreational programming for residents.