

HEALTH QUALITY COUNCIL OF ALBERTA

2018 Long Term Care Family Experience Survey Report

Father Lacombe and Providence Care Centre

Global Overall Care Rating

- Staffing, Care of Belongings, Environment, Kindness and Respect, Food Rating Scale, providing Information and Encouraging Family Involvement and Meeting Basic Needs

Asked family members: Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at this care centre?

Site	2017 Average	Change from 2014-15	Provincial Average
Providence Care Centre	8.9	---	8.4
Father Lacombe Care Centre	8.4	-0.4	

Propensity to Recommend

- Important indicator of family members' perception of the quality of a facility and whether a family member would recommend the facility to someone needing long-term care

Asked family members: If someone needed nursing home care, would you recommend this nursing home to them? Responses were collapsed to a yes and no answer.

Site	2017 Average	Change from 2014-15	Provincial Average
Providence Care Centre	98.4	---	93.1
Father Lacombe Care Centre	98.4	-0.1	

Dimension of Care

- Staffing, Care of Belongings and Environment

Asked family members: To reflect on their experience on a range of topics that included:

- Can find a nurse or aide?
- Resident looks and smells clean?
- Resident's room looks and smells clean?
- Public area looks and smells clean?
- Resident's medical belongings lost?
- Resident's clothes lost?
- How often are there enough nurses or aides?
- Do you have any suggestions how care and services can be improved?

Site	2017 Average	Change from 2014-15	Provincial Average
Providence Care Centre	79.4	---	74.9
Father Lacombe Care Centre	71.8	-4.6	

** Primary concerns for family members were: (1) the number of staff available to care for residents in an appropriate and timely manner and (2) residents ability to have a clean, scent-free, comfortable, and accessible living space. (responses are provincial wide)

Dimension of Care

- Staffing, Care of Belongings and Environment

Asked family members: To reflect on their experience with the way staff treat and interact with residents:

- Nurses and aides treat resident with courtesy and respect?
- Nurses and aides treat resident with kindness?
- Nurses and aides really care about resident?
- Nurses and aides were rude to residents?
- Nurses and aides were appropriate with difficult residents?
- Do you have any suggestions on how care and services can be improved?

Site	2017 Average	Change from 2014-15	Provincial Average
Providence Care Centre	93.0	---	84.9
Father Lacombe Care Centre	84.4	-0.9	

** Family members recommended the following: (responses are provincial wide)

- Enable positive interactions by listening and being caring, respectful, patient, and empathetic.
- Greet residents and families when they are seen, and introduce themselves when unacquainted.
- Take the time to regularly engage residents in conversation beyond topics of care.
- Utilize volunteers to provide companionship (e.g., visit with residents)

Food Rating Scale

- Family Perception of Food Quality

Asked family members: Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best food possible, what number would you use to rate the food at this care centre?

Site	2017 Average	Change from 2014-15	Provincial Average
Providence Care Centre	77.0	---	71.7
Father Lacombe Care Centre	76.0	-3.0	

Dimension of Care

- Providing Information and Encouraging Family Involvement

Asked family members: To reflect on their experience on a range of topics that included:

- Nurses and aides give family member information about resident?
- Nurses and aides explain things in an understandable way
- Nurses and aides discourage family member's questions?
- Family members involved in decisions about care?
- Family members given information they wanted about payments and expenses?
- Do you have any suggestions on how care and services can be improved?

Site	2017 Average	Change from 2014-15	Provincial Average
Providence Care Centre	88.6	---	83.9
Father Lacombe Care Centre	83.3	0.0	

** Overall, family members reported communication between staff and family members, and between staff could be improved. In particular, regular updates about residents, changes to resident's health, and incidents involving residents. (responses are provincial wide)

Dimension of Care

- Meeting Basic Needs

Asked family members: To reflect on their experiences with whether or not residents' needs were met in long term care, and the ways family members help to meet resident needs:

- Family member helped because staff didn't help or resident waited too long for help with drinking?
- Family members helped because staff didn't help or resident waited too long for help with eating?
- Family members helped because staff didn't help or resident waited too long for help with toileting?
- Do you have any suggestions how care and services can be improved?

Site	2017 Average	Change from 2014-15	Provincial Average
Providence Care Centre	88.0	---	90.1
Father Lacombe Care Centre	91.6	+0.8	

** Overall, family members family members did not think resident's basic needs were always met due to a shortage of staff available to help; including help with toileting, eating, and bathing. A top recommendation for improvement voiced by family members was for residents to receive more help, and timelier help with meeting basic needs. (responses are provincial wide)

Facility Results at a Glance

- Staffing, Care of Belongings, Environment, Kindness and Respect, Food Rating Scale, providing Information and Encouraging Family Involvement and Meeting Basic Needs

Asked family members: Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at this care centre?

Placement in Calgary Zone (41 sites)	Site	Global Overall Care Rating (0 – 10)	Number of LTC Beds	Number of Respondents
6	Providence Care Centre	8.9	94	64
19	Father Lacombe Care Centre	8.4	114	65

** Facility results for Calgary Zone include rural sites. For City of Calgary sites only Father Lacombe Care Society place as follows:

Placement in Calgary Zone (41 sites)	Site
2	Providence Care Centre
12	Father Lacombe Care Centre