

The Best of Care: Getting it Right for Seniors in British Columbia (Part 1)
List of Findings and Recommendations

Ombudsperson Findings

(1) The Ministry of Health Services and the Ministry of Healthy Living and Sport have not adequately identified the province's commitment to care and the rights of seniors in residential care facilities.

(2) The Ministry of Health Services and the Ministry of Healthy Living and Sport have not ensured that adequate information about residential care facilities is publicly available in an accessible format that allows seniors and their families to plan for and make informed decisions about residential care.

(3) Resident and family councils are important mechanisms for ensuring the well-being of residents in residential care facilities. The Ministry of Health Services and the Ministry of Healthy Living and Sport have not taken the necessary steps to ensure that resident and family councils are adequately supported.

Ombudsperson Recommendations

1(a) The Ministry of Health Services and the Ministry of Healthy Living and Sport take the necessary steps to ensure that a commitment to care and the rights of seniors living in all residential care facilities are set out clearly in law by March 31, 2010.

1(b) The Ministry of Health Services and the Ministry of Healthy Living and Sport require all residential care facility operators to post the commitment and the rights at the entrance to the facility where it is easily visible to residents and visitors.

1(c) The Ministry of Health Services and the Ministry of Healthy Living and Sport develop a reliable and objective process to monitor and evaluate the degree to which residents' rights are respected.

1(d) The Ministry of Health Services and the Ministry of Healthy Living and Sport publicly report the results of this monitoring and evaluation annually, commencing in 2011.

2(a) The Ministry of Health Services and the Ministry of Healthy Living and Sport develop a single provincial website for the public reporting of useful information about residential care facilities. The information should be updated regularly and organized in a way that makes it easy for seniors, their families and other members of the public to search for and compare facilities. The ministries have the website in operation by September 30, 2010.

Information available through this website should include but not be limited to:

Facility

- what legislation and regulation are applicable to the facility
- ownership
- whether accommodation and or bathroom facilities are private or shared
- whether there is specialized care available (for example, dementia care)

- the number of residents
- the date the facility was built
- the number of subsidized beds that are permanently funded and the number of subsidized beds that temporarily funded
- the number or percentage of residents who receive specialized care
- accreditation information
- whether the facility has a family council or a resident council
- what organization(s) or corporate entity(s) provides basic care, food, and housekeeping
- the point of contact at the facility for raising concerns or making complaints about any area of concern
- where concerns can be raised if it is felt the facility response is inadequate
- previous complaints about the facility and how they have been dealt with
- inspection reports and resolutions

Funding

- the per diem cost for individuals and an explanation of how this is determined
- items, services and activities included in the per diem charge and those available for an extra charge to residents, the amounts charged and how they are billed
- the per diem health authority funding
- whether there is a supporting charitable foundation for the facility and what type of support it provides

Staffing

- the direct care staffing levels for registered nurses, licensed practical nurses, and care aides
- the number of direct care hours provided per resident per day
- the number of direct care staff scheduled for each shift and their positions
- how access is provided to physicians and other health professionals such as chiropractors
- the number of occupational therapy, physical therapy and similar staff
- languages spoken by care providers

Quality of Care and Standards of Care

- sample menu and where food is prepared (such as whether food is prepared on-site in a facility kitchen, prepared elsewhere and reheated on-site, prepared elsewhere and delivered as ready-to-serve, or other method)
- social, recreational and other activities available on a regular basis to residents
- applicable personal care standards (such as the frequency of bathing, personal cleaning, and bathroom toileting policies)
- the facility's policy on the use of restraints
- standards for responding to call buttons
- policies concerning paid companions
- policies on accommodation of spouses
- policies concerning visitors, parking, pets, smoking, use of alcohol, and other similar information.

To the extent possible, this information should also be available in printed or other formats

to make it accessible to all members of the public.

2(b) The Ministry of Health Services and the Ministry of Healthy Living and Sport review the evaluation model and information reporting that is to be implemented in Ontario after one year of its operation to evaluate whether there are further improvements that can be made to the British Columbia public information system.

3(a) The Ministry of Health Services and the Ministry of Healthy Living and Sport take the necessary steps to entrench an expanded role for resident and family councils in legislation or regulation that applies to all residential care facilities in British Columbia. These changes should include a requirement to designate a liaison person at each facility and in each health authority to assist and respond to resident and family councils. These changes also should include timeframes for responding to resident and family councils. The ministries take these steps by March 31, 2010.

3(b) The Ministry of Health Services and the Ministry of Healthy Living and Sport provide guidelines for operators of all residential care facilities on the types of support they should offer resident and family councils. The ministries complete this by March 31, 2010.

3(c) The Ministry of Health Services and the Ministry of Healthy Living and Sport establish an ongoing position to promote and help develop resident and family councils, and to report publicly on those activities every year. This action to be taken by June 30, 2010.

3(d) The Ministry of Health Services and the Ministry of Healthy Living and Sport support the establishment and development of regional family council organizations.