

For Information

DATE: September 7, 2011

REPORT TITLE: **LONG TERM CARE HOMES ACT STATUS UPDATE**

FROM: Janette Smith, Commissioner of Health Services

OBJECTIVE

To provide an update on the implementation of new expectations in the *Long Term Care Homes Act* and to identify further developments under way within the Division.

REPORT HIGHLIGHTS

- Peel Long Term Care is progressing well in implementation of new expectations in the *LTC Homes Act*.
- Modifications to exit door alarms at Davis Centre and Peel Manor are being completed as part of the Capital program.
- A new point of care electronic documentation system is being introduced.
- Additional provincial funding for Personal Support Worker staffing was introduced in July 2011.
- A new menu was introduced in July 2011 and has been received very positively.
- New requirements in the regulations have resulted in extensive revision of Policies and operational practices, including education of staff on these changes.
- As the level of medical, cognitive and personal care needs of existing residents in our homes increases and as new residents are admitted with higher needs, the Homes are well suited to deliver medical care and supportive services provided that the Province resource LTC homes with the appropriate staffing and expertise.

DISCUSSION**1. Background**

The Region of Peel has a crucial role ensuring there are adequate services available throughout the local health system, specifically Paramedic Services, Public Health and Long Term Care.

Long-term care homes are an essential component of the health system. The supply of long-term care (LTC) beds and mix of community-based supports for seniors has a direct impact on the functioning of other health services, including acute care and paramedic services.

September 7, 2011

LONG TERM CARE HOMES ACT STATUS UPDATE

Long-term care beds fill an important gap, meeting the needs of seniors who are unable to live in the community with community-based and home care supports, but who do not have the short term acute needs requiring hospital care.

The importance of the LTC bed component of the health system continues to develop as local health systems become more integrated and seniors' services are aligned across a continuum of care.

Seniors are entering LTC homes with increasingly complex physical and cognitive health conditions requiring the expertise and resources provided in LTC homes. Conversely, hospitals are designed to meet the short term episodic needs of patients, with a plan for discharge. The health care system also benefits from community-based and home care services (such as adult day services, supports for daily living, transportation, friendly visiting, and meals on wheels) which serve lighter care needs of seniors for as long as possible. As the municipal LTC home operator in Peel, Peel Long Term Care is accountable for programs and services that reflect the changing needs of a growing and ethnically diverse population and to provide leadership and innovation in promoting high quality standards when meeting the needs of a vulnerable population.

The *Long Term Care Homes Act (2007)* which came into force in July of 2010 moves the LTC sector forward in delivery of service requirements for the complex care patient, and contemporary customer expectations. The *Act's* fundamental principle is that the long term care home is a home for its residents, a place where they may live in "dignity and in security, safety and comfort". While staff and the sector applaud the intent of the reforms, there is concern about the capacity to deliver on the expectations that are raised with the current provincial funding levels.

2. Progress to Date

Peel LTC is progressing well in implementation of new expectations in the *LTC Homes Act* and has further developments under way within the Division to sustain its capacity. Staff has completed a comprehensive analysis and work plan to complete specific tasks requiring additional resources.

a) Buildings and Equipment

While Region of Peel buildings are continuously maintained at a high standard, some modifications to exit door alarms at Davis Centre and Peel Manor are being completed as part of the Capital program.

b) Documentation

A new point of care electronic documentation system is being introduced. The benefit is more consistent achievement of *LTC Homes Act* standards, better clinical care outcomes, and accurate scoring of the level of care needs for each resident which determines a portion of the funding from the Ministry of Health and Long-Term Care. The hardware associated with this system has been funded through LTC capital projects.

c) Nursing and Personal Care Services

Additional funding for Personal Support Worker staffing was announced in July 2011. However, using the MOHLTC funding formula this is not adequate to provide the positions as put forward by the Ministry. Staff are not recommending that Peel attempts

September 7, 2011

LONG TERM CARE HOMES ACT STATUS UPDATE

to staff to the level that the Ministry proposes (which would include a Peel contribution of over \$200,000). Additional hours of work, equal to the provincial funding, have been assigned at each LTC Home effective August 1, 2011 to utilize this funding, and a request for FTE approval to most effectively deploy care-giving staff across all five homes will be included in the 2012 budget submission.

d) Dietary Services

Resident satisfaction with meals and food services has received considerable attention this past year. A new menu was introduced in July 2011 and has been received very positively. It is recommended that a small increment in the daily food budget be provided for the enhancement of some main entrée items.

Documentation requirements for the accurate recording of all aspects of food service increased as the result of the rigour of the inspection system and additional support must be provided to achieve satisfactory results. Dietary clerical support is needed to assist with documentation and communication of all therapeutic needs of the residents, and to free Dietary Service Supervisors from these tasks so that they may actively oversee the consistent delivery of high quality food production and meal service. Additional funding for Dietary services was included in the recent funding announcement for LTC Homes. The 2012 budget will include a request which includes both additional Ministry funded and Regional contributions to the raw food costs.

e) Policies and Procedures

New requirements in the regulations have resulted in extensive revision of Policies and operational practices, including education of staff on these changes. Additionally the expectation of the new legislation around continuous updated training and staff development includes annual mandatory training in a large range of subjects.

The LTC Division will invest in tools and resources to complete training with staff in the most efficient manner possible. This can be done through e-learning, interactive sessions and short in-service sessions during the course of everyday work. The Ontario Association of Not for Profit Homes and Services for Seniors (OANHSS) has committed to the development of these types of resources which Peel LTC will purchase for our Homes' use.

3. Future Trends in Care and Services

LTC homes are well suited to deliver medical care and supportive services for those suffering from multiple and complex chronic and disabling conditions, as part of the local health services system, when they are appropriately resourced. As the level of medical, cognitive and personal care needs of long term care resident's increases, it is imperative that the Province resource LTC homes with medical and nursing expertise, and sufficient personal caregivers needed to provide appropriate care in the home.

September 7, 2011

LONG TERM CARE HOMES ACT STATUS UPDATE

CONCLUSION

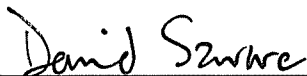
The Region's five Long Term Care centres (Davis Centre, Malton Village, Peel Manor, Sheridan Villa and Tall Pines) are undertaking specific activities to implement new expectations in the *LTC Homes Act*

The province has announced some additional funding to support implementation and some areas require additional resources which will be included in the 2012 budget request.



Janette Smith
Commissioner of Health Services

Approved for Submission:



D. Szwarc, Chief Administrative Officer

For further information regarding this report, please contact Carolyn Clubine, Director, Long Term Care at extension 2647 or via email at carolyn.clubine@peelregion.ca

Authored By: Carolyn Clubine, Director, Long Term Care

c. Legislative Services