

On March 7th and 13th VCH Richmond hosted community forums to provide an update, to the community of Richmond, on new services for seniors. These services included residential care, respite care, adult day programs, home care and home support. At these forums, participants were asked to provide feedback on these new services, share if they have seen improvements, and share what needs to be improved. This is a summary of the feedback gathered at those community forums. A total of 38 people participated in the forums.

What do you feel is working well in residential care and respite care and what could be improved?

What's working

- Rooftop gardens, e.g. Broadway Lodge.
- Celebrations for special occasions.
- Holy Family – good rehab.

What could be better?

- Rooftop gardens- an escape, a quiet space.
- Hour per resident per day – not enough time allocated to dressing, toileting and feeding.
- Provide showers/bathing more frequently.
- Pets for therapy- ongoing, not just visiting.
- Fine arts – music, art, drama.
- Celebrate- have fun!
- Shortened wait times for access. Understanding the waitlist process; how to get on and see status.
- Choice of location for family member, if travel or access is negatively impacted by distance.
- Don't use the term Campus of Care.
- Combine child care with residential care.
- Improve communication at transitions.
- Have chairs that become beds for family in rooms.
- Single room accommodation.
- Support staff education.
- Accommodate couples.
- Provide more respite beds if the intent is for people to stay at home. Caregivers need more support and respite is one option that is needed.
- Provide more respite options – 2 days only short term as well as long term.
- Have OT/PT attached to each Residential Care as part of the care team.
- Ratio of staff to residents high.
- Free visitor/family parking; why should we pay to go and help out our loved ones in care?
- Long wait to repair scooters and other equipment.

What do you feel is working well in adult day programs and what could be improved?

What's working?

- Staff responsive to patient needs at Kinsmen.
- Great for patient socialization/making friends.
- Multicultural food options.
- Great activities that are hands on e.g. crafts, bingo, nail salon, exercises.
- Hospital, Quick Response Team and case manager led to a good outcome – kick started the process of enrolling in the program.
- Kinsmen Adult Day Centre website that explains the program, networks in the region, dementia resources.
- Seniors directory to gain information on services

What could be better?

- Offer day programs for seniors who aren't ill/have urgent health needs. Those who don't have a caregiver need to be referred by a case manager.
- More information provided on access to ADP.
- Information on what is provided in each program.
- Information on whom we can contact; a phone number, as some don't have access to internet.
- Accessibility.
- Costs can prevent you from enrolling if you have a fixed income.
- Offer a variety of options - ½ day programs and different days of the week.
- Offer fine arts programs, e.g. singing, arts, painting, music, drama. Sing familiar songs with the patients, music therapy.
- Visual arts and rooftop gardens. Allow patients to forget about being in an enclosed place. Have fun and laugh! Keep life as normal as possible for a patient.
- Take patients outside for activities. Walking programs.
- Improved processes around hygiene, e.g. cutlery handling.
- Education for staff.

What do you feel is working well in home care and home support services and what could be improved?

What's working

- Case managers.
- Richmond Cares Richmond Gives referrals – offer a variety of services.
- Good experience with care providers. They are consistent and know my needs. I appreciate them.
- They allow flexibility to change a date – with same person.

What could be better

- Communication between person receiving care, family members and health care providers.
- Need better communication with ParaMed.
- Same care worker would be helpful; currently there is not continuity, so need to tell your story over and over.
- Reduce turnover of caregivers.
- Need to tell clients when care worker would change.
- Patient and family centred care needs to apply to homecare workers. They should be cheerful and caring.
- Home care workers should speak the same language as client.
- Provide help with housework.
- Workload.
- Expand scope of services.
- Give home care workers the ability to be responsive to changing needs of clients.
- Better balance of services. Those who need it may not have services. Some who have services may not need as much.
- Accountability for care workers, showing up and when they show up.
- Home care workers need sensitivity training.
- Workers should be sociable, not just task orientated.
- Specialized training for home care workers working for patients with dementia.
- Transparency about time and tasks that workers provide.
- More information available on what services can be accessed.
- Technology to support information dissemination.
- Need a central place to direct folks; a real person to help triage and navigate.

How will this feedback be used to inform planning for services that keep seniors well in the community of Richmond?

The feedback gathered will be used to inform decisions related to planning for seniors care and services that keep seniors well in our community. The input received will guide those decisions and ensure that planning and implementation reflect the needs of our clients and family members.

