



The Independent Long-Term Care Councils Association of BC
presents:

Low-Cost or No-Cost Improvement ideas for Long-Term Care B.C.

Five regional association members of
ILTCCABC all support their family
councils to make a difference with
what they already have: their voice!

Developing relationships and having
conversations about continuous
quality improvement does make a
difference.



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Presentation created by
family council
contributions from
throughout our province
via the regional
association of family
councils and the
Independent long-Term
Care Councils of BC
(ILTCCABC)



ILTCCABC has identified over 40 systemic issues and made recommendations for improvement over the past two years. Today, we focus on **three issues offering actionable steps for improvement** that require no or minimal funding - changes we can implement.





ILTCCABC has chosen to present 3 ways to action improvement in long-term care at low cost or no cost.

1. Food
 - a) Improve Quality
 - b) Modify Dining Experience
 - c) Reduce Waste

2. Companion Program - Promote that every long-term care home offer a companion program option

3. Avoid integration of residents with mental health and addiction issues in long-term care settings – Just say no!

Our ILTCCABC list of 10:

https://drive.google.com/file/d/1nuOEo_QHP3yGiWgsOlgbPhZxfcBe8-h/view?usp=sharing





1a: Improve Quality



Identify Dissatisfaction

Better processes to spot issues: uneaten food, waste, difficulty opening items, or residents spitting food out.



Improve Quality

Ask questions: Why do salads arrive limp and warm while soups arrive cold?

There is no reason why cold items arrive warm and hot items arrive cold; all procedures to be reviewed for maximum quality

Regular Diet Card Updates

Match nutrition to resident needs as they change.
Ensure each resident's diet card matches food items that are prepared to standardized recipes and look, smell, and taste appetizing.



1b: Enhance Dining Experience

To enhance dining in long-term care, focus on a person-centered approach by creating a home-like, calm atmosphere with flexible, flavorful, and nutritious food, offering choices, involving residents in planning, providing dignified assistance, and fostering social connection through themed meals and staff interaction, moving beyond basic nutrition to a reliable-quality, enjoyable experience.

- Replace hallway "trains" of wheelchair dining with social dining in congregate settings.
- Change dining to 3 sittings instead of 2 for better support for fewer people at a time.
- Add music or art on walls, or TV fireplace channel, or even conversation with residents
- Implement family caregiver real time feeding training to engage family support.

RIA Dining Room Experience Checklist





1c: Reduce food waste

- require a waste audit annually from every care home



Packaging presents a challenge
– avoid using or open it up!
- Consider free pouring of beverages
- Measure what stays on trays!



Factor in personal preferences, time of day and cultural needs as reasons why people are not eating what is served.



Monitor for residents only requiring 1/2 portions; monitor snack items not being distributed by staff; implement a "no rushing" policy for mealtime (this impacts waste, safety and quality)

Companion Program: companions increase the quality of life for residents and decrease stress on family and staff; every care home to offer and promote a Companion Program option, either in-house or outsourcing with recommended companies

A Companion Program

Care homes approve candidate options but do not administer the program; the resident and/or families hire directly.

Book a companion online

Select and book a companion quickly through a secure platform, with flexible payment options that work for families.

Experience the Difference

See the positive transformation in your loved one's emotional and social well-being.

<https://www.linkrx.ca/>





We hope our Ministry of Health can consider these basic “no cost” or “low cost” ideas as improvement initiatives in long-term care homes across BC.

Sometimes, we need to get back to the basics before we can build on or rebuild our organizations.

Thank you for the opportunity to share our ideas we know work, for residents and care homes to benefit from.

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