




Family Council ideas.....




What is a Family Council?

- *Friends, family and other persons of importance to residents in care who want promote best possible care for their loved ones...*
 - *How? By becoming a respected, valued voice in decisions that are being made within the long Term Care facility, within the Health Authority, or within the Ministry of Health.*
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Residents in care today....

- ▶ Residents in care today have significantly higher needs than just a few years ago. There is a fear that services have actually declined relative to the needs of typical residents.
- ▶ “While hours of direct care has increased slightly, “only 15% of facilities meet the provincial guideline of 3.36 hours of direct care per resident per day in 2016/17.” (2023 – recommend increase to national goal of 4.1 hours of direct care)

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- ▶ “30% of residents are almost totally or totally dependent on staff for their Activities of Daily Living (ADLs), such as bathing, getting dressed, and getting out of bed.”
 - ▶ “30% of residents have severe cognitive impairment.”
 - ▶ “51% have mild to moderate cognitive impairment.”
 - ▶ “48% of residents score as “low” on the social engagement scale.”
 - ▶ Overall, 24% of facilities contract out food services, and 87% of facilities have their food prepared on site, either by a contractor or directly by the facility.
 - ▶ “Across BC, spending on meals per day ranges from an overall “low of \$4.92 to a high of \$18.44 per resident per day”. The average spent “was \$8.00 per resident, per day.” (has not changed significantly)

(Source: BC Seniors Advocate January 2018)




What are residents and families saying?

62% of residents say they do not get to bathe or shower as often as they want

One in four residents say they sometimes, rarely or never get help to the toilet when needed and 25% of residents report staff try to relieve physical discomfort sometimes, rarely or never **not much change**

More than one-third of residents report they are not consistently getting the help they need at mealtimes **2023 down to 29% now**

2023- 66% of residents sometimes, rarely, or never find enjoyable things to do on evenings or weekends or weekends or find opportunities to explore new skills or interests.



What are residents and families saying?

Almost 46% of residents report there is no one living in the facility that they consider a close friend and 45% report there is no one for them to do things with

Less than half (46%) of residents say staff regularly make time for friendly conversation

49% of residents only sometimes, rarely or never have the same care aide on most weekdays

4 out of 10 residents living in residential care do not want to be there

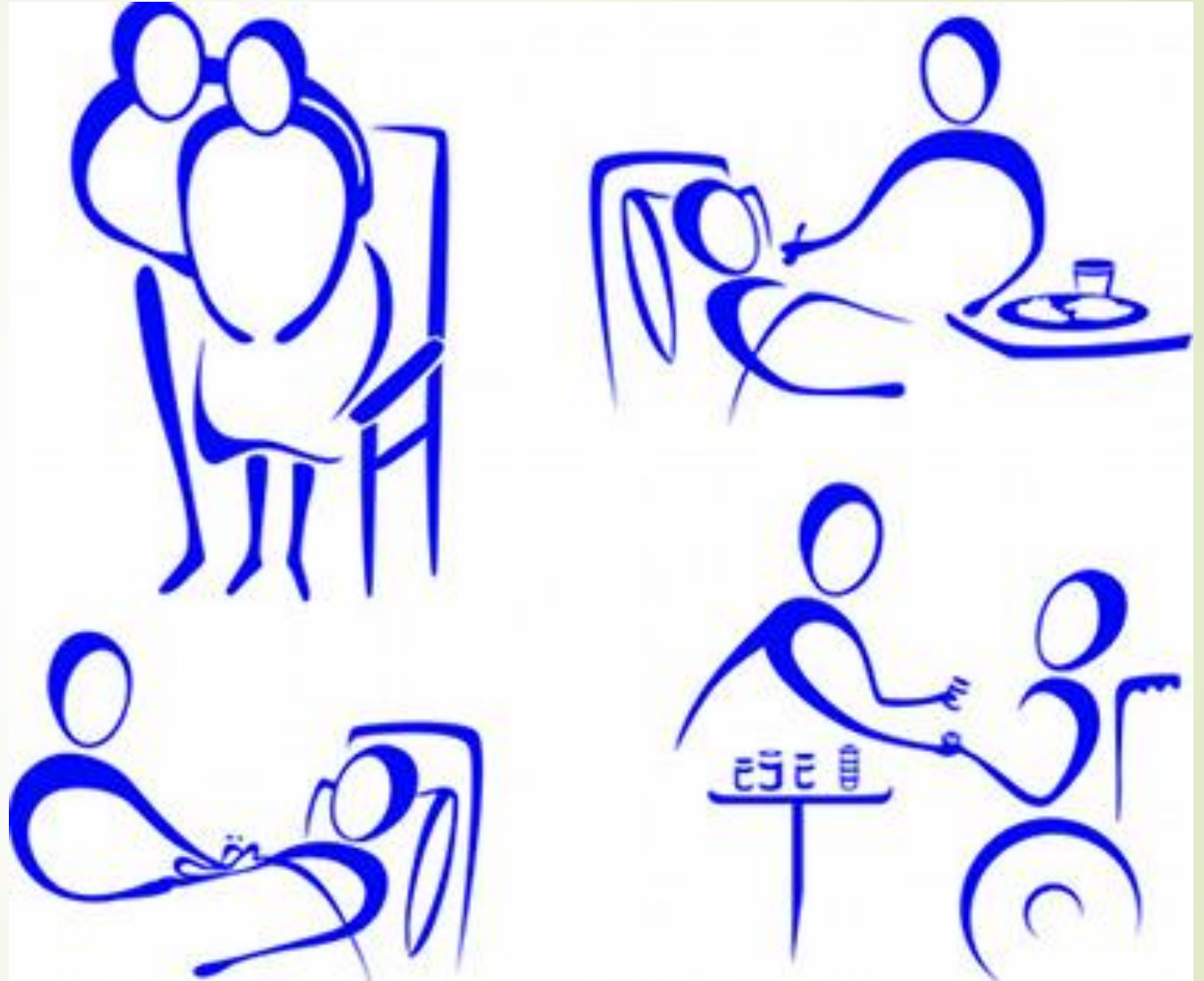
Only 57% of residents report that the care facility regularly feels like home

Source: BC Seniors Advocate Survey 2017

These stats have not changed significantly

Loved ones of residents in care....

- ▶ Having a loved one in care can be draining physically, emotionally, mentally and financially.



Time Commitment

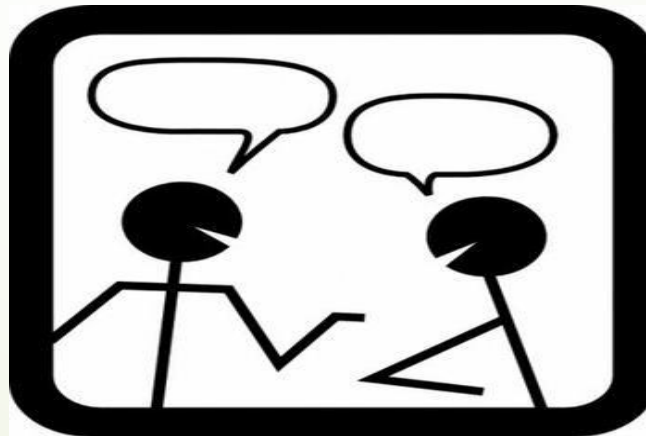
“I don't have
time to come
to meetings”



Regarding Time Commitment

Family Council meetings should meet the needs of its members. Each council should agree on schedules and times that work best for most of them. Meetings are an effective way to collaborate, problem solve and communicate with small and large groups. They allow individuals to come together to create an effective, productive strong voice.

Emails and phone calls can supplement what is done in regular meetings.



Some Meeting Structures

- Regular meetings once a month or once every second month
- Special Action oriented meetings
- Brainstorming or Creative meetings
- Short term planning meetings
- Develop Terms of Reference that guide your meetings' activities



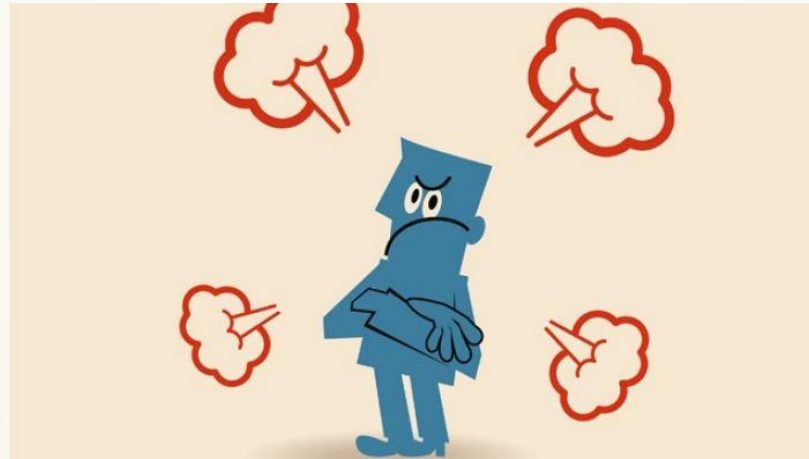
How to run an effective meeting.....

- ▶ Avoid a “nothing but complaints” tone. That tone can be draining and reduce or discourage membership. Find a way to balance ‘support’ and ‘getting things done’
- ▶ Set and stick to an agenda
- ▶ Make sure everyone has a chance to be heard. Do not let single participants dominate a meeting. Everyone’s voice matters.
- ▶ Focus on goals that are important to your membership



Misconceptions

“All they do is complain”



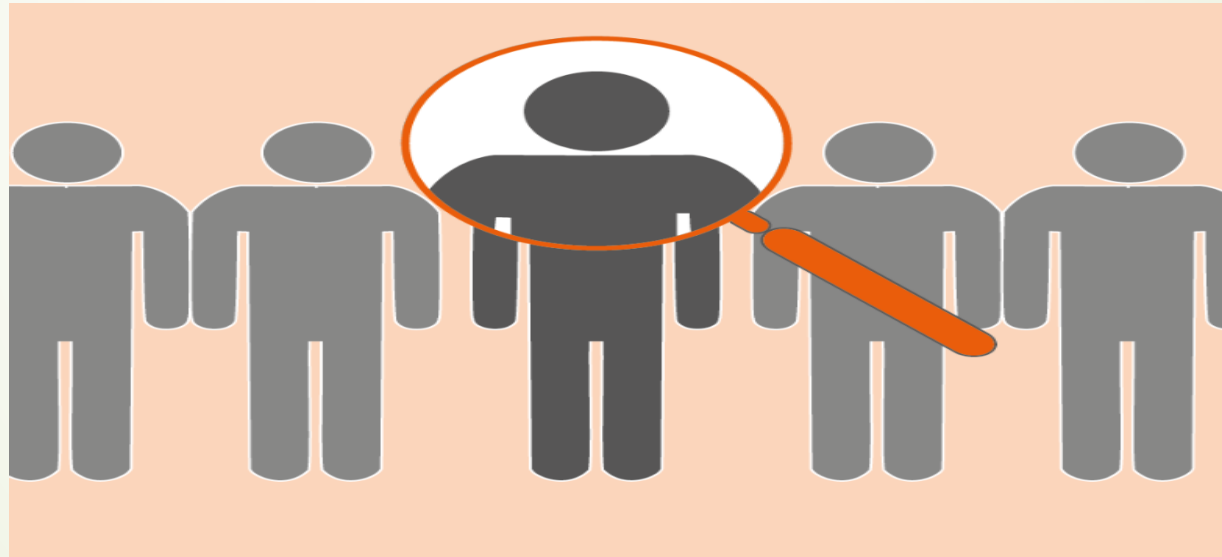
The real purpose of a family council.....

- The main purpose of a family council is to improve the quality of life of Long Term Care residents and to give families and friends a forum for sharing their experiences, learning and exchanging information.
- Celebrate quality and success AND make suggestions for improvement



What's in it for me?

"I won't benefit from a Family Council"

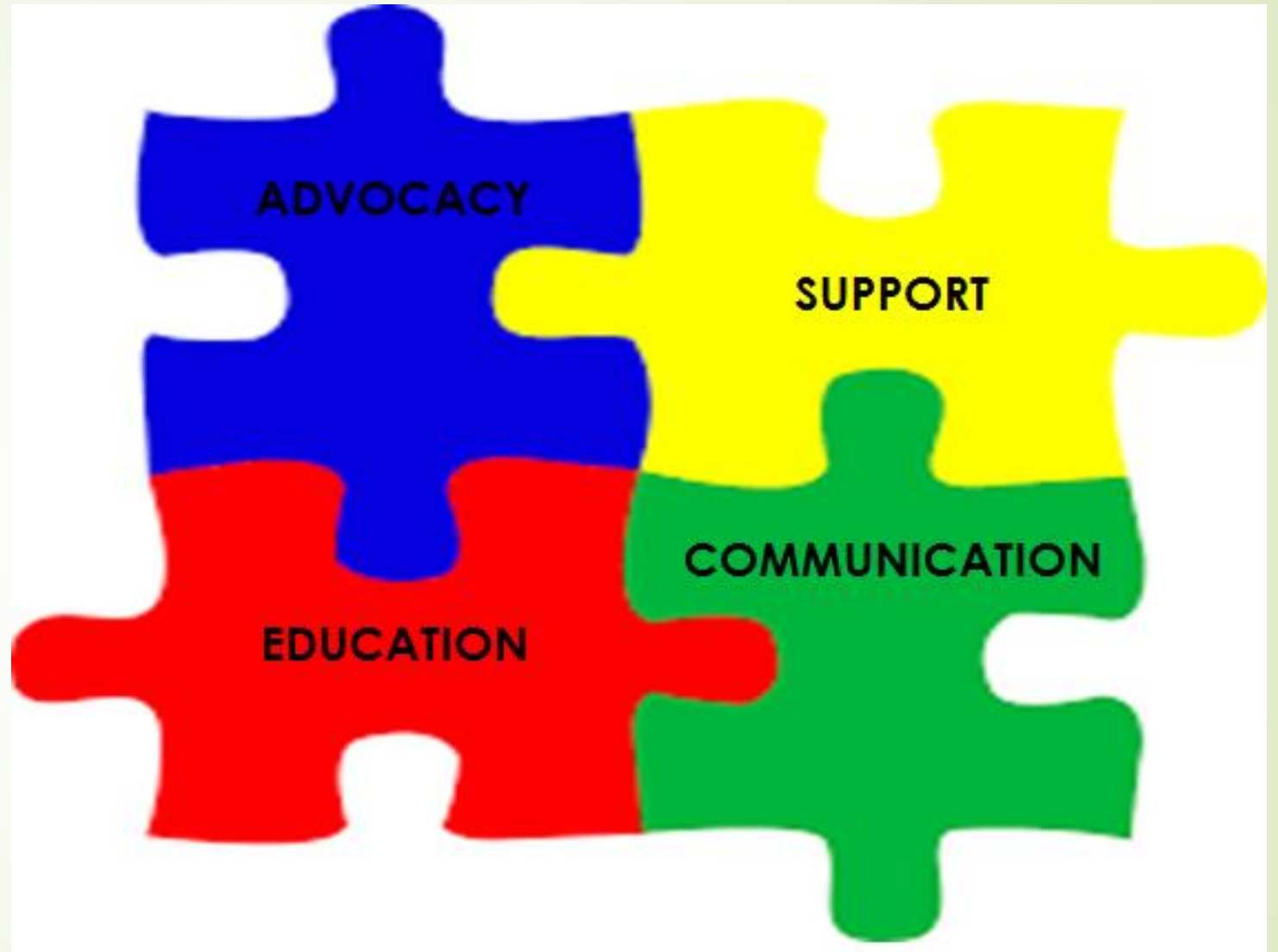


A Family Council Can.....

- Offer peer support when it is needed
- Share ideas and experiences with individuals when they have been unsuccessful in their individual advocacy efforts
- Create a forum for sharing of ideas or perceptions, identifying those that seem to be shared by many.
- Advance ideas on behalf of the “family council”
- Helping ALL residents – even those without personal advocates
- Advance ideas with the strength that comes from collective voices
- Provide information to all members

4 Characteristics of a Family Council

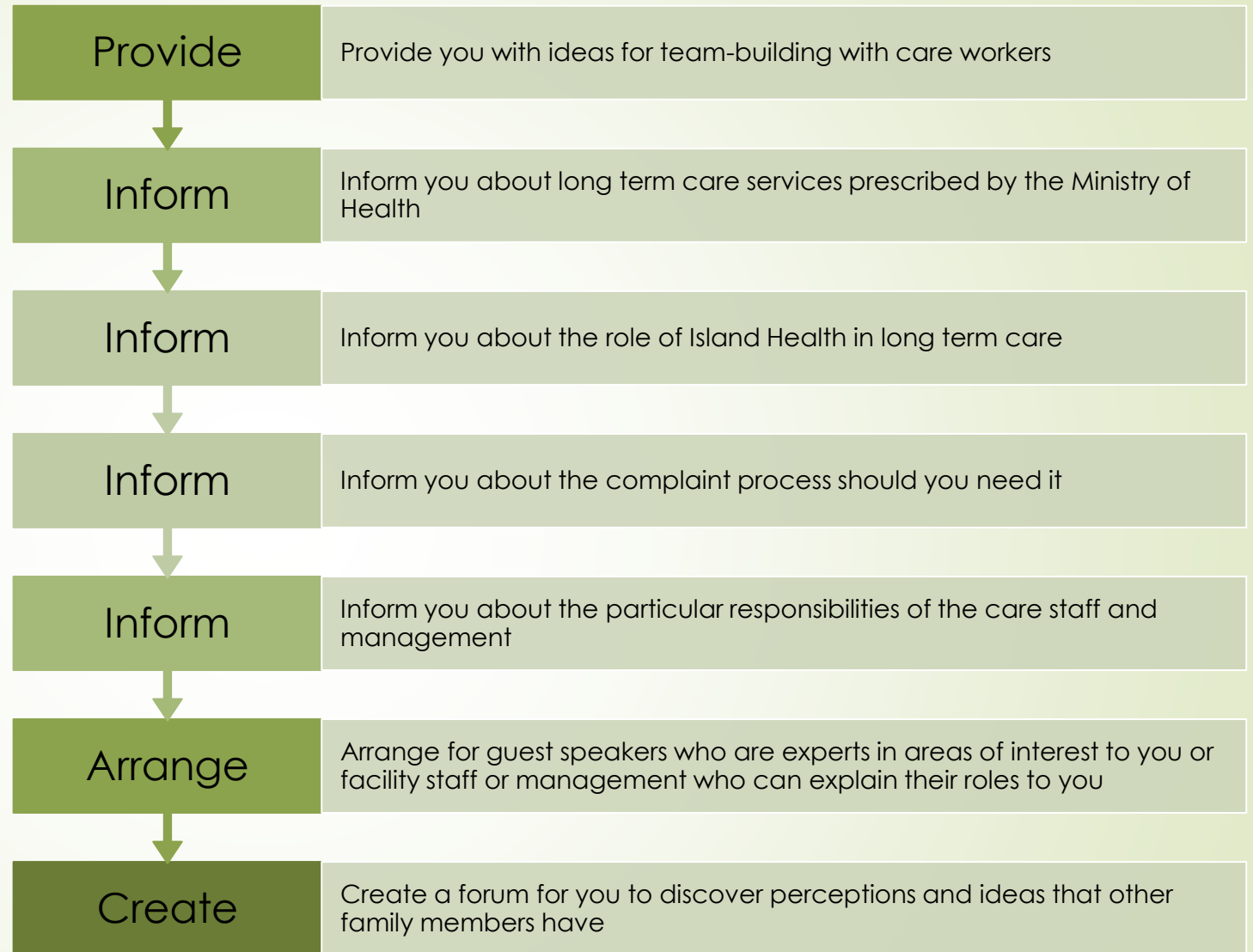
- Support
- Communication
- Advocacy
- Education





More about Education

Family councils can....

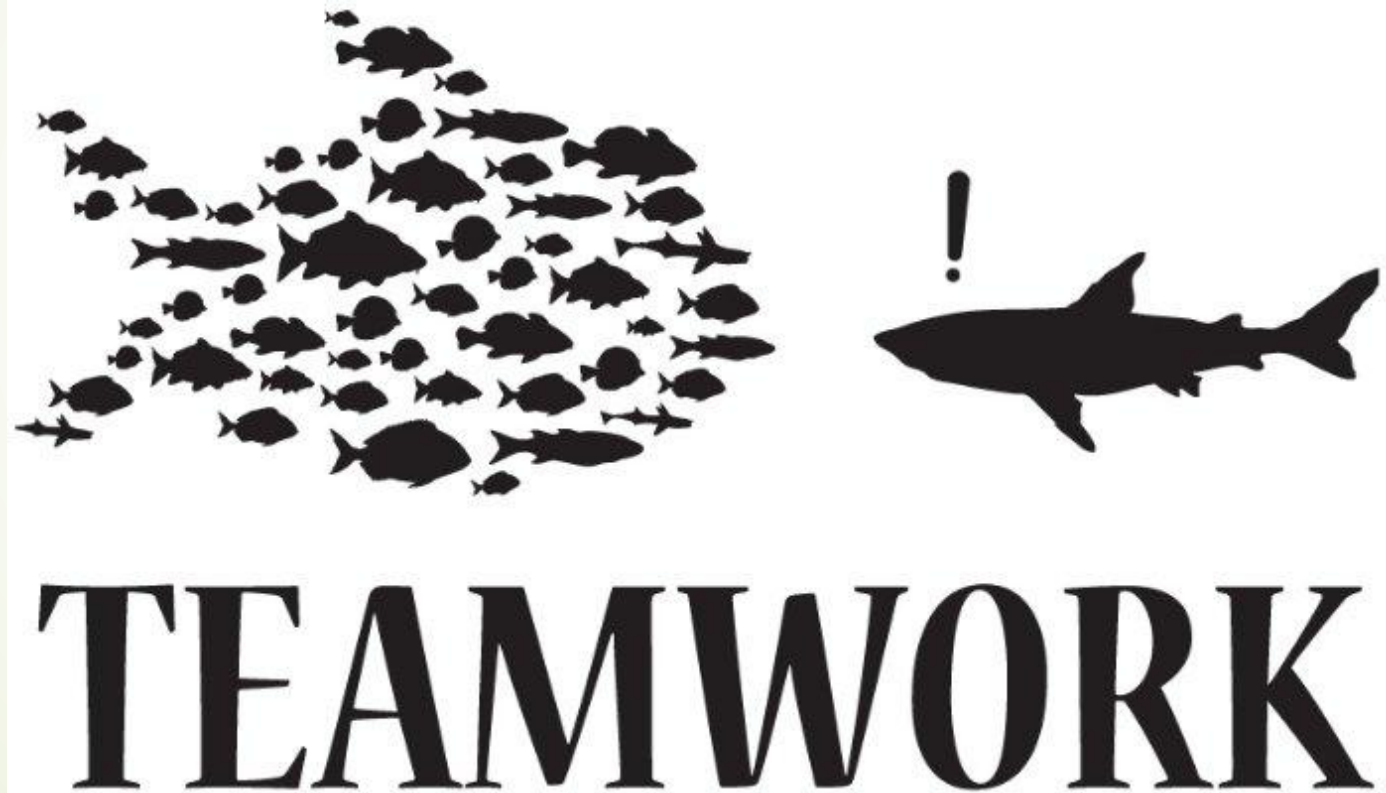




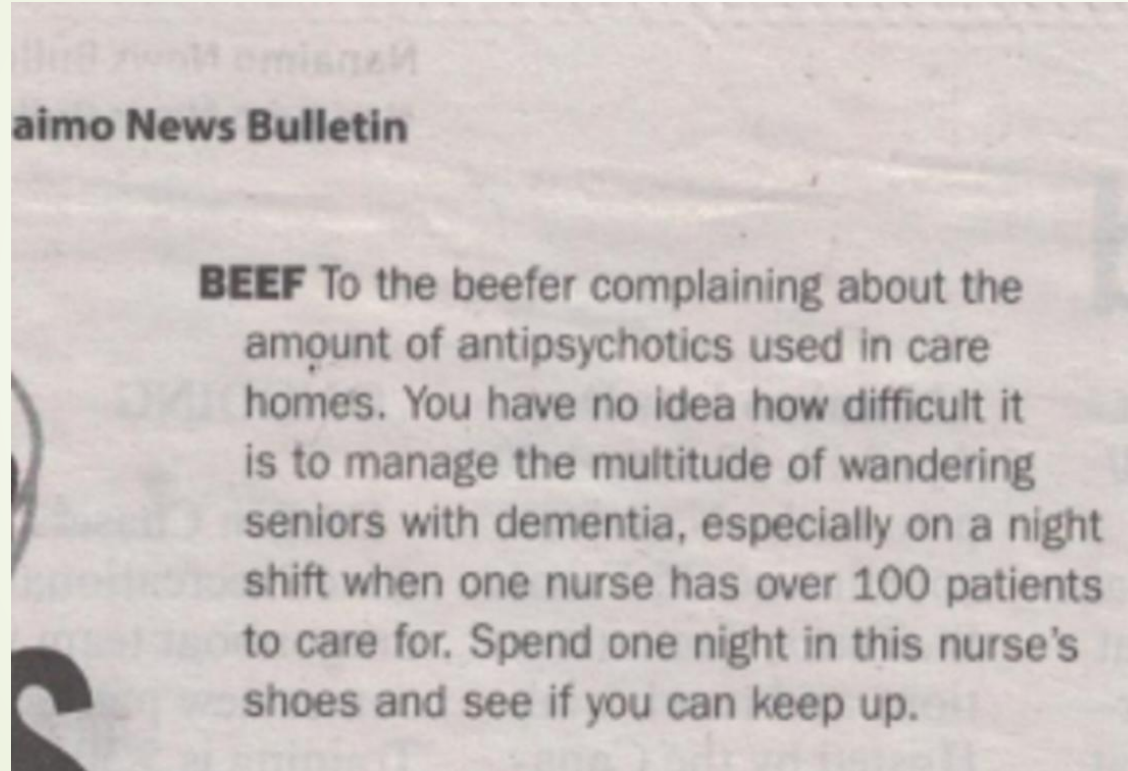
The “instant” value of a family council

- Provides an opportunity for sharing of ideas
- Provides a forum for safe discussion without fear of reprisal
- Provides a venue for discovering widespread perceptions
- Provides an opportunity for brainstorming
- Provides a mechanism for advancing a concern or suggestion from a group rather than just an individual
- A “council” *MUST* be heard, individuals might not be
- A council can deal immediately with local issues, but can advance broader issues through the regional association and **then to the MOH.**

The Value of a Group



What's wrong with this picture



Who is to blame for overuse of anti-psychotics? Not the nurse.
Who is ultimately responsible for staffing levels? An effective
family council knows WHERE to direct their advocacy efforts.

The value of belonging to a regional association and the Independent Long Term Care Association of BC

- ▶ Advisory role, advocacy role and communication link with Island Health
- ▶ Advisory role with the BC Care Providers Association
- ▶ Advisory role with BC Care Providers Association, BC Health Coalition, Canadian Centre for Policy Alternatives (BC)
- ▶ Direct communication link and working relationship with BC Seniors Advocate, Provincial Ombudsperson, Parliamentary Secretary for Seniors, Ministry of Health
- ▶ Cause improvements at the HA and MOH levels

