



Family Priorities to Fix Long-Term Care in Ontario

CHAMPLAIN REGION FAMILY COUNCIL NETWORK

The Champlain Region Family Council Network (CRFCN) is a volunteer group that supports family councils to improve the quality of life and quality of care for residents in the 58 long-term care homes in the Champlain Region.

Long-term care (LTC) is an important component in the continuum of care available to Ontarians. After the terrible tragedies seen in LTC during the pandemic, we must rebuild trust in long-term care. The provincial government must prioritize transformational change in long-term care to ensure that those individuals in need of 24 hour medically supervised care, live their final days in dignity receiving quality care in a well-staffed, home-like environment.

The CRFCN asks the provincial government to prioritize the following actions:

Adopt person-centred care (PPC) as the model for care delivery across the LTC sector, putting the needs and preferences of residents at the focus of care. This also includes revising current building standards to create smaller home-like environments for residents. PPC fosters supportive relationships between staff, residents, and their families. It provides quality of life for the residents, empowers staff and offers job satisfaction. A small home environment promotes independence, comfort, privacy, socialization, and better infection prevention and control.

Develop and implement a provincial LTC Human Health Resource Plan with a clear strategy to attract and retain all levels of staff with the appropriate skill set to deliver person-centred care. A stable, consistent workforce will reduce onboarding and training costs, and improve job satisfaction and staff retention. Most importantly, stable staffing will have a positive impact on residents' quality of life and quality of care. Staff are overwhelmed, underpaid, undervalued, and are leaving for better paid jobs in other health care settings.

Improve accountability and quality improvement. There must be annual proactive inspections with clear consequences and follow-up. At the same time, there must be a culture of continuous quality improvement that promotes quality of life for residents and a positive work environment. The focus should be on coaching for compliance to help poorly performing homes, and sharing and promoting best practices to encourage innovation.

Are these priorities achievable?

Yes. The roadmap to transforming long-term care has been set out in multiple reports, dating back years – we know what has to be done. What we need now is action. The people of Ontario are looking to the provincial government for meaningful change in long-term care.

For more information, please contact crfcnottawa@gmail.com.