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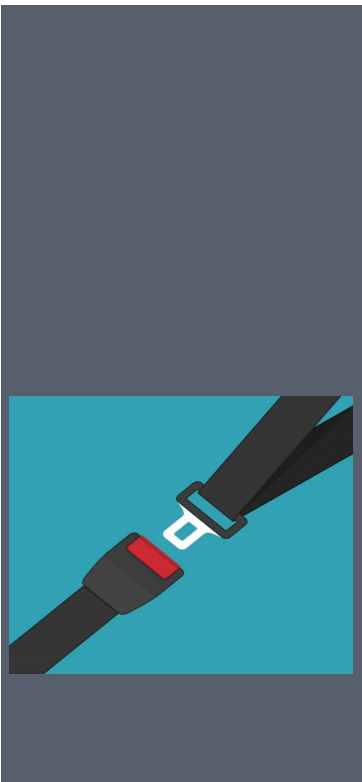
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Inside this issue:

Resident Meal Service 1

Restraints for Fall Prevention 1

Site-level Quality Improvement Updates 2



Intercare Corporate Group Inc. - “The Heart of Excellence”



Resident Meal Service

By way of reminder, there are several important aspects of resident meal services at our care homes that we wish to share with our valued residents and families for awareness:

1. For quality of life and safety purposes, residents should be having their meals in dining rooms at the care homes where they can mingle together with others and can also be observed / monitored by staff while they are eating and drinking during their meals.
2. In-room tray service at meal times is only offered and provided **based on assessed clinical / medical need** (i.e. when a resident is required to isolate in their room due to illness or other extenuating circumstances).
3. To ensure appropriate supervision by staff in dining rooms during regular resident meal services and supervision for those residents assessed (as per item #2 above) as needing to eat in their rooms, in-room tray service is provided once resident meal services in the dining rooms end.
4. To ensure residents are taking in nutrients from food wherever possible, dietary supplements are served after resident meals (i.e. dietary supplements are not served prior to or during resident meals).
5. Juice is routinely served at breakfast time. Following breakfast, juice is provided *upon request* to residents throughout the remainder of the day.
6. While we continue to be pleased to offer two (2) meal options at lunch and dinner, due to the large number of residents being served meals at our care homes, ‘special’ food requests that are based on a resident’s ‘likes and dislikes’ cannot be readily accommodated and we kindly ask that such items be provided by the family / resident directly. For the convenience of families/residents, special food items brought in for a resident can be stored for up to two (2) days in fridges at our care homes.
7. Kitchens at our care homes generally prepare a ‘70 to 30’ ratio (breakdown) of ‘first to second’ choice of meal options and adapt food ratios based on resident feedback for subsequent menus. It is for this reason that there may not always be as much of the ‘second choice’ meal option available during a lunch or dinner meal service.

Restraints for Fall Prevention

For the on-going safety and well-being of our residents, Intercare recently updated its Restraints Policy.

By policy, **Intercare does not permit or allow the use of mechanical restraints as a strategy for fall prevention.** The use of any mechanical restraint within Intercare’s care homes must first be deemed as ‘clinically recommended’ by the care home’s rehabilitation professional and, under such parameters, can only be used for the purposes of ‘positioning’ and/or provision of comfort for residents due to their assessed physical and/or functional limitations or needs.

In the event a resident’s legal decision maker requests the use of a mechanical restraint for fall prevention purposes and is not amenable to the use of other strategies being recommended by the care home’s rehabilitation professional to mitigate the resident’s fall risk, Intercare’s clinical leadership team will offer support by connecting the legal decision maker with the Alberta Health Services (AHS) / Transition Services (TS) team to arrange the resident’s transfer to an alternate continuing care home. While the resident is awaiting transfer, the care home’s rehabilitation professional will suggest and provide alternate fall prevention strategies that are based on the resident’s assessed risk and needs.

Site-level Quality Improvements Project Updates

Quality Improvement (QI) projects occur in many different areas of Intercare. Directors of Care, Clinical Team Leaders and Case Managers at Intercare sites have continuous Quality Improvement (QI) projects on the go, based upon clinical need and opportunities for improvement. Many of Intercare's other Departments also champion quality projects based upon best practice, resident and family feedback and resident need. This Newsletter will highlight some of the quality projects taking place at our sites.

Brentwood Care Centre

Brentwood Care Centre has a variety of QI projects at site and unit level all of which revolve around improving resident care. Current QI projects that are running at Brentwood Care Centre are as follows:

- ♥ Reducing the number of wounds such as pressure ulcers and attempting to prevent any current wounds from worsening.
- ♥ Improving upon Pain documentation to ensure better and more consistent pain relief for residents by decreasing the incidence and intensity of pain.
- ♥ Tracking and correcting documentation errors.

Chinook Care Centre

Chinook Care Centre has a variety of 'resident focused' QI projects underway and they are as follows:

- ♥ Falls Management to decrease the incidence of falls where possible and prevent injury from falls.
- ♥ Reducing the number of wounds such as pressure ulcers, and attempting to prevent any current wounds from worsening.
- ♥ To decrease the use of anti-psychotics for Behaviours in Dementia through better pain management.

Southwood Care Centre

Southwood Care Centre is focusing on a number of QI projects in a variety of areas. They are as follows:

- ♥ Falls Management to decrease the incidence of falls where possible and prevent injury from falls.
- ♥ The timely completion of Physician Assessments.
- ♥ Nursing Workload and Accountability.

Kingsland Terrace Supportive Living

Kingsland Terrace Supportive Living has two (2) primary QI projects underway and they are as follows:

- ♥ A 'Sensory Cart' Program that provides sensory stimulation (taste, auditory, touch, sight and smell) and engagement for residents who meet the criteria for the program.
- ♥ Improving site-wide communication.

