

## Satisfaction with long-term care in Peel

By Nick Fernandes

Peel Regional council recently approved the findings of a 2012 report on long-term care facilities, made after a study of the quality of care local seniors receive.

The findings show a consistent level of satisfaction with the care being provided as part of an initiative to improve services by getting feedback.

The Continuous Quality Improvement program of Peel's long-term care services has set goals for the level of satisfaction seniors have with their own care. It conducts studies and surveys to identify strengths and areas of improvement. The study system uses 17 quality indicators they followed up on within five overarching areas, such as client satisfaction, employee engagement and resident focus.

The findings of the study were largely positive. Over the last five years the ratings were at an average of 8.3 out of 10 in terms of client satisfaction and an increase in employee engagement from 83 to 96 per cent in the past two years. Meal satisfaction was 72 per cent in 2010, and microbial surface quality testing found that 96 per cent of surfaces met acceptable bacteria counts. The use of physical restraints has fluctuated up and down in the past few years, but has nevertheless remained below the province's 13.9 per cent average. Many of these are compounded in difficulty by the fact that more than 60 per cent of longterm care residents are over the age of 80, and 75 per cent are completely dependent on staff for daily activities.

Peel LTC has been reaching many of their targets in these areas and they will be using these findings to drive some of their quality improvement initiatives even further. With five long term care centres caring for over 700 residents and clients across the town these further improvements will be welcome.