



North West

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Nord-Ouest

Selecting a Long-Term Care Home



Choosing the Right Home

Once the Community Care Access Centre (CCAC) has determined that you are eligible for long-term care, it is important to find the Home that best meets your needs or that of your family member. Like neighbourhoods, each Long-Term Care Home has its own unique atmosphere. It is important to consider if the “feel” of the home is right for you or your family member.

You may select up to five Long-Term Care Homes and list them in your order of preference. You should only list those Homes that you are prepared to move into because you could be offered a place in any of the Homes that you list. If you turn down a bed offer at any of the Homes you chose, you will be removed from all waiting lists and will be required to wait three months before you can reapply.

Resources

To get started, the CCAC can provide you with a list of Long-Term Care Homes in Northwestern Ontario, including information on the services, programs and special features available at each Home. You can also do your own research to gather more detailed information about each Home. Each Long-Term Care Home typically has an information package that it provides to prospective residents and their families. Other possible resources include:

- Ministry of Health and Long-Term Care (www.health.gov.on.ca)
- Provincial Associations for Long-Term Care Homes, such as the Ontario Long-Term Care Association (www.oltca.com)
- Commercial directories or catalogs

The CCAC can provide you with more information on how to access these resources.

Assessing the Quality of Care

A key factor in selecting a Long-Term Care Home is the quality of care that is provided. A valuable source for information on a Long-Term Care Home is the Ministry of Health and Long-Term Care’s Compliance Review Report. On an annual basis, a Ministry Compliance Advisor conducts a full inspection of each Long-Term Care Home to evaluate its performance according to the provincial government’s legislation and standards of care. The Compliance Advisor also investigates any complaints received by the Ministry.

Homes are required to post the Compliance Advisor’s report and make it available to residents, staff, Residents’ Councils and members of the public.

Another source is the accreditation report by the Canadian Council on Health Services Accreditation (CCHSA), an independent, non-government organization. Accreditation is an internationally recognized evaluation process used to assess quality in health care. A Long-Term Care Home can voluntarily seek accreditation through the CCHSA. Representatives of the CCHSA visit the Home to identify its strengths, weaknesses and key areas for improvement; summarize the findings in a report; and determine whether the Home will be accredited. Only accredited agencies can display the CCHSA seal. If the Home is accredited, you may request a copy of the CCHSA’s report.

Tours

Before you make your choice, we encourage you to visit several Long-Term Care Homes that provide the type of care you need. By taking a tour, you can get a better feel for the environment, surroundings and the people who work and live there. It can also help answer many of your questions.

Most Long-Term Care Homes offer regularly scheduled tours for prospective residents and their family members. The CCAC can provide you with a schedule of these tours, or you can contact each Home directly to set up an appointment.

When you visit the Long-Term Care Homes, you may want to:

- request an information package on the Home;
- request a copy of the most recent Compliance Review Report, which will tell you how well the Home is meeting the long-term care standards set by the government;
- request a copy of the Home’s accreditation report, if available;
- ask to speak to a member of the Home’s Residents’ Council; and
- ask to speak to a member of the Home’s Family Council, if available.

Checklist

The following is a list of some of the questions you may want to consider when you tour the Long-Term Care Homes and make your decision. This list has been set up so you can compare several different Homes.



Quality of Care	Home #1	Home #2	Home #3	Home #4	Home #5
<p>Is the Home accredited?</p> <p>Can the Home provide references from residents or family members?</p> <p>Has the Home conducted a consumer satisfaction survey? Are the results available?</p> <p>Has the Ministry of Health and Long-Term Care received any complaints about the Home?</p>					
<h2>Physical Facilities</h2> <p>Is the location desirable to you? (i.e. close to family or friends; easy access to bus routes, community facilities, etc.)</p> <p>Is the Home clean, well-maintained and tastefully decorated?</p> <p>Do you find the size of the rooms and access to the bathroom satisfactory?</p> <p>How many residents are in the basic (ward) rooms?</p> <p>Are there washrooms in the rooms?</p> <p>How many people share each bathroom?</p> <p>Is shared accommodation available for couples?</p> <p>What furnishings are provided by the Home?</p> <p>What furnishings and belongings can you bring?</p> <p>Can you "personalize" your room (i.e. pictures, wallpaper, etc.)?</p> <p>Can you hook up a telephone, cable/ satellite TV?</p> <p>Is room temperature controlled individually?</p> <p>Is air conditioning available?</p> <p>Is there a safe and accessible outdoor area for residents?</p>					

Safety	Home #1	Home #2	Home #3	Home #4	Home #5
<p>Are exits and access ramps well marked?</p> <p>Are there continuous handrails in halls and bathrooms?</p> <p>Are stairwells and doors secure and alarmed where required?</p> <p>Are locked exit doors automatically unlocked when the fire alarm sounds?</p> <p>Are there readily accessible emergency call devices at bed areas and bathrooms?</p> <p>Is there a policy for using physical restraints?</p> <p>Does the Home meet all applicable fire safety codes?</p> <p>Are fire drills held regularly on each shift?</p> <p>Does the Home have an approved emergency plan, including a plan for evacuating all residents?</p> <p>Is the plan rehearsed regularly with all participants?</p> <p>Do residents have access to a palliative care?</p>					
<p>Health Care</p> <p>Who are the physicians that service the home?</p> <p>Is there access to physiotherapy, speech-language therapy, occupational therapy and foot care? How frequently are these services available?</p> <p>Under what circumstances will residents be moved to a hospital?</p> <p>Do residents have access to a palliative care program in the home?</p>					
<p>Hygiene</p> <p>How often are residents bathed?</p> <p>Does the Home provide incontinence products?</p> <p>Does the Home have special equipment in the bathrooms to assist people with disabilities (i.e. mechanical lift devices for baths)?</p> <p>Are hairdressing and barber services available on site on a regularly scheduled basis?</p>					

Privacy & Security	Home #1	Home #2	Home #3	Home #4	Home #5
<p>Does the Home have a policy regarding residents' privacy and confidentiality?</p> <p>Is there an option for keeping your personal belongings secure (e.g. locked drawers)?</p> <p>Is there adequate storage for seasonal clothing?</p>					
<h3 data-bbox="33 478 331 525">Meal Services</h3> <p>Are the meals varied and appealing?</p> <p>Are there choices available on the menu?</p> <p>Are special diets accommodated?</p> <p>Are snacks available between meals?</p> <p>Can residents bring in their own food?</p> <p>Can residents dine in their own rooms?</p> <p>Can visitors dine with you?</p> <p>Can residents obtain assistance with their meals?</p>					
<h3 data-bbox="33 1062 231 1108">Activities</h3> <p>Is there an Activity Director on staff?</p> <p>What activities are offered to residents?</p> <p>Are residents taken to activities if they cannot go on their own?</p> <p>Are there outings for residents?</p> <p>Are there activities provided at the bedside for residents if needed?</p>					
<h3 data-bbox="33 1533 459 1579">Religion/Spirituality</h3> <p>What religious/spiritual services/ceremonies are available? How often?</p> <p>Can residents be accompanied to religious/spiritual services/ceremonies?</p> <p>Is there a pastoral or spiritual advisor visiting?</p>					

Family	Home #1	Home #2	Home #3	Home #4	Home #5
<p>What are the visiting hours? Are they flexible?</p> <p>Are there areas where you can visit privately?</p> <p>Is there adequate parking for visitors?</p> <p>Are family members invited to participate in the Home's activities?</p> <p>Are there opportunities for family members to have input in the resident's plan of care?</p> <p>Are family members involved in decisions about how the Home operates?</p> <p>Is there a Family Council?</p> <p>Are there provisions for family members to stay overnight with a seriously ill or dying resident?</p> <p>Are family members provided palliative care information and support to make end-of-life care decisions?</p>					
<h3 data-bbox="15 926 469 978">General Atmosphere</h3> <p>Is the staff friendly, helpful and courteous?</p> <p>Is there an atmosphere of warmth and concern?</p> <p>Is there a tone of dignity and respect for the residents?</p> <p>Do residents look happy and well cared for?</p>					
<h3 data-bbox="15 1272 145 1325">Costs</h3> <p>Are there any additional charges (e.g. pharmacy dispensing, incontinence products, etc.)?</p> <p>What are the charges for optional services such as hairdressing, telephone, etc.?</p> <p>How is billing arranged?</p>					

NOTES:

Other

Home #1

Home #2

Home #3

Home #4

Home #5

What is the smoking policy?

What are the rules regarding alcoholic beverages?

What is the policy regarding pets in the Home?

What are the rules regarding vacations and leaves?

In what languages are services available?

What is the predominant language of residents?

What special needs can the Home accommodate (e.g. oxygen, scooters, electric wheelchairs)?

Is there a formal process for residents or family members to raise any issues of concern?

NOTES:



How to Contact Us



North West

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Nord-Ouest

North West Community Care Access Centre

Thunder Bay

961 Alloy Drive
Thunder Bay, ON P7B 5Z8
Tel: 1-807-345-7339
Toll-free: 1-800-626-5406

Kenora

35 Wolsley Street, Suite #3
Kenora, ON P9N 0H8
Tel: 1-807-467-4757
Toll-free: 1-877-661-6621

Dryden

6 – 61 King Street
Dryden, ON P8N 1B7
Tel: 1-807-223-5948
Toll-free: 1-877-661-6621

Fort Frances

110 Victoria Avenue
Fort Frances, ON P9A 2B7
Tel: 1-807-274-8561
Toll-free: 1-877-661-6621

Disponible en français.

Revised July 2014
Ref # LTC14

www.healthcareathome.ca/northwest