

Personal Care Home Standards June 2013

This section of the website has been created to help Residents and their families understand the standards and regulations each Personal Care Home must follow. For those individuals who are considering long term care placement for their loved ones, this website will assist you in understanding the criteria under which Personal Care Homes in Manitoba are regulated and assessed.

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The Evolution of Standards for Manitoba Personal Care Homes

Over time, there has been a move across the country to regulate residential care. Many provinces have standards or regulations enacted to ensure a minimum standard of care is delivered to Residents in personal care homes.

Manitoba's Personal Care Home (PCH) Program became an insured service in 1973. Prior to this time and until 2005, individual PCHs pursued quality initiatives by engaging in peer reviews, and participating in accreditation.

Key regulations under *The Health Services Insurance Act* for PCHs include:

- the *Personal Care Home Licensing Regulation 2005* sets out the licensing process for PCHs;
- the *Personal Care Homes Standards Regulation 2005* sets out the standards to be followed by PCHs.

Legislation now requires that in order to be licensed by the province, each PCH must comply with these standards as well as many other regulations (see FAQ). For more info on the legislation click on:

<http://web2.gov.mb.ca/laws/regs/pdf/h035-029.05.pdf#page=1>

Beginning in 2004-05, reviews of all Manitoba Personal Care Homes were completed using these newly developed standards.

About the Standards

There are a total of 26 standards. To view the MB Government Standards, click on the link:
<http://web2.gov.mb.ca/laws/regs/pdf/h035-029.05.pdf#page=1>

- Ø Reviews take place every two years. Reviews are conducted by a “Standards Review Team” consisting of Manitoba Health and Regional Health Authority staff.
- Ø The 26 standards are divided into three sections or “tools”
- Ø There are five standards that are considered CORE. These will be reviewed at each visit.
- Ø Each section/tool contains the five CORE standards plus seven others for a total of 12.

The Core Standards

- Ø There are five CORE standards common to each tool:
 - § **Standard 7 – Integrated Care Plan**
 - § **Standard 9 – Use of Restraints**
 - § **Standard 12 – Pharmacy Services**
 - § **Standard 19 – Safety and Security**
 - § **Standard 24 – Staff Education**

The Remaining Standards

- Ø The remaining standards are:
 - § Standard 1 – Bill of Rights
 - § Standard 2 – Resident Council
 - § Standard 3 – Eligibility for Admission
 - § Standard 4 – Information on Admission
 - § Standard 5 – Participation in Care Plans
 - § Standard 6 – Initial Care Plan
 - § Standard 8 – Freedom from Abuse
 - § Standard 10 – Medical Care
 - § Standard 11 – General Nursing Services
 - § Standard 13 – Health Records
 - § Standard 14 – Dietary Services
 - § Standard 15 – Housekeeping Services
 - § Standard 16 – Laundry Services
 - § Standard 17 – Recreation
 - § Standard 18 – Spiritual and Religious Care
 - § Standard 20 – Disaster Management
 - § Standard 21 – Infection Control Program
 - § Standard 22 – Person in Charge
 - § Standard 23 – Qualified Staff
 - § Standard 25 – Complaints
 - § Standard 26 – Reports about Occurrences

Scoring the Standards

- Ø Each standard has a number of performance measures that help the Standards Review Team gauge compliance with the standard.
- Ø Some performance measures are weighted more heavily. These are identified using **bold print** and are considered **mandatory measures**.
- Ø **A mandatory measure is a pass/fail measure.**
- Ø Not all standards have mandatory pass/fail performance measures.

What constitutes a “Met” rating for a standard?

- Ø To receive a met rating, all mandatory measures must be met.
- Ø At least 80% of all the other measures must also be met.

What constitutes a “Partially Met” rating for a standard?

- Ø To receive a partially met rating, all mandatory measures must be met.
- Ø More than 60% and less than 80% of the remaining measures must be met.

What constitutes an “Unmet” rating for a standard?

- Ø An unmet rating is triggered by either not passing a mandatory measure for that standard, or achieving less than 60% compliance with the remaining measures.

Standards Visits

Standards visits are scheduled every two years. Unscheduled visits also take place.

The PCH must complete a self-assessment of all 26 Standards and submit this to the Standards Review Team at least ten days prior to the scheduled visit. At the time of the scheduled standards visit, one of the three evaluation tools will be selected as the basis for the standards review. The tool to be used is not revealed to the PCH until The Standards Review Team has received the self-assessment (sometimes not until one week before).

The Standards Review Team may notify the facility in advance with the date of the standards visit. A typical standards visit takes one full day. During the visit, the Standards Review Team will tour the home, and assess care as it is being delivered. They will also review selected resident charts as well as facility policies, procedures and reports applicable to the standards they are reviewing. There may be interviews with staff, Residents and families as applicable.

At the end of the standards visit, the Standards Review Team will meet with the PCH team and review the results. A report is written by the Standards Review Team and sent to the RHA, the RHA will forward the report to the Personal Care Home. The report details the standards that were met, partially met or unmet. The home has 100 days to submit an action plan to the Standards Review Team addressing any standards that were either partially met or unmet.

PCH Standards Results

Four (4) Standards reviews have been conducted since the Standards were developed. If you would like information about a specific PCH, contact the PCH you are interested in and arrange to review the results.

PERSONAL CARE HOMES WITHIN WINNIPEG:

<p>Actionmarguerite (St. Boniface) 185 rue Despins Winnipeg R2H 2B3 (204) 233-3692</p>	<p>Actionmarguerite (St. Vital) 450 River Road Winnipeg R2M 5M4 (204) 254-3332</p>
<p>Beacon Hill Lodge 190 Fort Street Winnipeg R3C 1C9 (204) 942-7541</p>	<p>Bethania Mennonite PCH 1045 Concordia Avenue Winnipeg R2K 3S7 (204) 667-0795</p>
<p>Calvary Place 1325 Erin Street Winnipeg R3E 3R6 (204) 943-4424</p>	<p>Charleswood Care Centre 5501 Roblin Blvd Winnipeg R3R 0G8 (204) 888-3363</p>
<p>Concordia Place 1000 Molson Street Winnipeg R2K 4L5 (204) 661-7372</p>	<p>Convalescent Home of Winnipeg (The) 276 Huge Street N. Winnipeg R3M 2N6 (204) 453-4663</p>
<p>Deer Lodge Centre 2109 Portage Avenue Winnipeg R3J 0L9 (204) 837-1301</p>	<p>Donwood Manor 171 Donwood Drive Winnipeg R2G 0V9 (204) 668-4410</p>
<p>Fred Douglas Society 1275 Burrows Avenue Winnipeg R2X 0B8 (204) 586-8541</p>	<p>Golden Door Geriatric Centre 1679 Pembina Highway Winnipeg R3T 2G8 (204) 269-6308</p>
<p>Golden Links Lodge 2280 St. Mary's Road Winnipeg R2N 3Z6 (204) 257-9947</p>	<p>Golden West Centennial Lodge 811 School Road Winnipeg R2Y 0S8 (204) 888-3311</p>
<p>Heritage Lodge 3555 Portage Avenue Winnipeg R3K 0X2 (204) 888-7940</p>	<p>Holy Family Home 165 Aberdeen Avenue Winnipeg R2W 1T9 (204) 589-7381</p>
<p>Kildonan Personal Care Centre 1970 Henderson Hwy Winnipeg R2G 1P2 (204) 334-4633</p>	<p>Lions Personal Care Home 320 Sherbrook St. Winnipeg R3B 2W6 (204) 784-1240</p>
<p>Luther Home 1081 Andrews St. Winnipeg R2V 2G9 (204) 338-4641</p>	<p>Maples Personal Care Centre 500 Mandalay Dr. Winnipeg R2P 1V4 (204) 632-8570</p>

Meadowood Manor 577 St. Anne's Road Winnipeg R2M 5B2 (204) 257-2394	Middlechurch Home of Winnipeg 280 Balderstone Road West St. Paul MB R4A 4A6 (204) 339-1947
Misericordia Place 44 Furby Street Winnipeg R3C 2A1 (204) 774-6581	Oakview Place/Extencicare 2395 Ness Avenue Winnipeg R3J 1A5 (204) 888-3005
Park Manor Personal Care Home 301 Redonda Street Winnipeg R2C 1L7 (204) 222-3251	Parkview Place Care Centre 440 Edmonton Street Winnipeg R3B 2M4 (204) 942-5291
Pembina Place Mennonite PCH 285 Pembina Hwy Winnipeg R3L 2E1 (204) 284-0802	Poseidon Care Centre 70 Poseidon Bay Winnipeg R3M 3E5 (204) 452-6204
River East Personal Care Home 1375 Molson Street Winnipeg R2K 4K8 (204) 668-7460	River Park Gardens 735 St. Anne's Road Winnipeg R2N 0C4 (204) 255-9073
River Road Place (St. Amant) 440 River Road Winnipeg R2M 3Z9 (204) 256-4301	Riverview Health Centre 1 Morley Avenue Winnipeg R3L 2P4 (204) 478-6203
Saul and Claribel Simkin Centre (The) (The Sharon Home Inc.) 1 Falcon Ridge Drive Winnipeg R3Y 1V9 (204) 586-9781	Southeast PCH 1265 Lee Blvd. Winnipeg R3T 2P6 (204) 269-7111
St. Joseph's Residence Inc. 1149 Leila Avenue Winnipeg R2P 1S6 (204) 697-8031	St. Norbert Nursing Home 50 St. Pierre Street Winnipeg R3V 1J6 (204) 269-4538
Tuxedo Villa/Extencicare 2060 Corydon Avenue Winnipeg R3P 0N3 (204) 889-2650	Vista Park Lodge 144 Novavista Drive Winnipeg R2N 1P8 (204) 257-6688
West Park Manor PCH 3199 Grant Avenue Winnipeg R3R 1X2 (204) 889-3330	

Frequently Asked Questions

1. How often are the reviews? What is the process for the review?

Each PCH will have a Standards Review every two years. One of three tools is selected against which the PCH will be evaluated. Each tool includes the core standards (see pg. 2) The Standards Review Team schedules the regular reviews in advance and provides notice to the PCHs as to the date of their visit. The PCH completes a self-assessment of all 26 Standards and submits this to the Standards Review Team at least ten days prior to the scheduled visit. The tool against which a home will be assessed is not revealed to the PCH until the Standards Review Team has received the self-assessment (sometimes not until one week before). There are also unannounced reviews at the discretion of MB Health.

2. Do all healthcare facilities have to adhere to standards?

All licensed PCHs must adhere to these Standards. Other care facilities, for example hospitals, adhere to other regulatory programs such as accreditation through the Accreditation Canada. These particular standards are specific to PCHs.

3. Who decides which of the three tools will be used on a given Standards Review?

The Standards Review Team who performs the review chooses which tool will be applied prior to the visit. Homes are notified approximately two weeks prior to the visit as to which tool they will be assessed against.

4. What happens if the PCH does not meet a standard?

The PCH must submit an action plan to the Standards Review Team, to correct any deficiencies within 100 days of the standards review.

5. Are there a minimum number of standards that must be met with each review?

The expectation is that all standards must be met.

6. What is the difference between a met and not met or partially met standard?

*A standard that is met means the home has passed all mandatory measures (pass/fail measures) for that standard **and** passed at least 80% of all the remaining measures in that standard. A partially met standard means the PCH has passed all mandatory measures, **and** passed more than 60% but less than 80% of the remaining measures for that standard. An unmet rating means that the PCH has either failed the mandatory measure(s) or not achieved at least 60% of the remaining measures.*

For Standards rated as less than met:

Facilities must provide an action plan within defined timelines that outlines their plan to address each unmet performance measure in any Standard rated as less than met.

The facility must provide status updates on progress made, including supporting documentation/evidence to Manitoba Health.

This process is followed until the facility has fully met all partially met and not met Standards as found at the time of the Standards Review.

Unannounced reviews are conducted as a follow up to assess compliance with any outstanding items as outlined in the facility's status update.

7. Who evaluates/reviews the home?

Standards reviews are led by the Standards Review Team who have an understanding of the act, licensure requirements, and who have been trained to apply the standards to a review process.

8. How often do the scheduled reviews take place?

Each PCH receives a standards review visit every two years. In between this time, a home may experience an unannounced visit.

9. Are there other regulations to which PCHs must adhere? *Yes. All PCHs must adhere to many other regulations, policies, and contractual obligations, including, but not limited to:*

Personal Care Services

The PCH must provide the following services which are reported and monitored by the region on a quarterly basis. The insured personal care services provided include nursing services, physician services, food and nutrition services, pharmaceutical services, activities/recreation services, therapy services, transportation services, and laundry and linen services.

Accreditation Canada, <http://www.accreditation.ca/>

Manitoba Office of the Fire Commissioner, <http://www.firecomm.gov.mb.ca/>

Workplace Safety and Health, <http://www.gov.mb.ca/labour/safety/>

Public Health Act, Food Services Permit, <http://www.gov.mb.ca/health/publichealth/act.html>

Protection for Persons in Care Act, <http://www.gov.mb.ca/health/protection>

Personal Health Information Act, <http://www.gov.mb.ca/health/phia/>

The Public Interest Disclosure (Whistleblower Protection) Act

<http://web2.gov.mb.ca/laws/statutes/ccsm/p217e.php>

Manitoba Employment Standards, <http://www.gov.mb.ca/labour/standards/>

Adherence to Canadian generally accepted accounting principles (GAAP) or Canadian Public Sector accounting standards (PSAS) and production of annual, independently audited financial statements (some personal care homes have adopted GAAP and others have adopted PSAS)

Regional Health Authority applicable policies, procedures and contractual obligations for example:

§ Infection Control

§ Hours of Care per Resident day

§ Pharmacological reviews

College of Registered Nurses of Manitoba; College of Registered Psychiatric Nurses of Manitoba; College of Licensed Practical Nurses of Manitoba

College of Physicians and Surgeons