

**George Derby Centre (GDC)**

**Family Council – Meeting Minutes**

**Feb 14, 2024 3:00 p.m. – 4:00 p.m. (Boardroom & Zoom Link)**

**Attendees:** Dave, Ron, Albert, John, Newton, Jennifer, Mimi, Lucy, Leo, Sohila

**Guest:** Brittany Perri (SW), Ray (Support Service Manager), Jasmine & Leslie (Support Services Supervisor)

**Regrets :** Deborah, Don

<b>Topic</b>	<b>Discussion</b>	<b>Action</b>	<b>Person Responsible</b>
1) Call to Order at 3:05 p.m.			Chairperson
2) Land Acknowledgement			Secretary
3) Welcome / Introductions			All
4) Review of Agenda		Approved	All
5) Prior Meeting Minutes Jan 10, 2024 Meeting	Previously emailed	Sent Feb 7, 2024 - Approved	All
6) Councillor's reports	No report		
7) <b>UNFINISHED</b> business:			
a) Residents' dining experiences	The following staff were invited to the meeting to		Social Worker

	<p>answer the families' questions:</p> <p>Ray (support service manager)</p> <p>Jasmin &amp; Leslie (support services supervisors).</p>		
<p>b) Issues Raised by Family Council Members:</p>	<p><b>Timeliness of Food Service:</b></p> <p>Concerns were raised about the food not being served to all residents on a timely basis.</p> <p>Instances were reported where staff missed delivering residents' food, drinks, or utensils.</p> <p>Family members have observed and, at times, taken it upon themselves to retrieve the food when staff oversight occurred.</p> <p><b>Efficiency in Meal Service:</b></p> <p>Feedback was given regarding the time taken to serve different courses individually.</p>	<p>These concerns were shared with the aim of improving the overall dining experience for residents.</p> <p>The Family Council looks forward to working collaboratively with the care home staff to address these issues and improve the quality of care provided.</p>	<p>All Family Council Members</p>

	<p>The suggestion was made to utilize trays to expedite the serving process and improve the overall presentation of meals.</p> <p><b>Quality of Utensils:</b></p> <p>Concerns were expressed about the poor quality of utensils being used, which are notably flat and make it challenging to feed residents effectively.</p> <p><b>Timing of Dish Collection:</b></p> <p>It was noted that dishes are often picked up after only 30 minutes, impacting residents who may require more time to finish their meals.</p> <p>Desserts are sometimes served before residents have completed their main meals.</p> <p><b>Portion and Texture of Main Meals:</b></p>		
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	<p>Some residents reported insufficient portions of meat in their main meals, and the texture was noted to be hard.</p> <p><b>Lack of Food Labels:</b></p> <p>Concerns were raised about the absence of food labels and questions were raised about whether the staff is aware of the dietary requirements of each resident.</p> <p><b>Simultaneous Feeding by Staff:</b></p> <p>Instances were brought up where one staff member was observed feeding two residents simultaneously, potentially impacting the quality of care provided.</p>		
c) Staff Response:	<p><b>Purees:</b> Currently, we are exploring options for premade purees, including vegetables</p>	<p>We are committed to addressing the raised issues and continuously improving our services. We appreciate your feedback and we work</p>	<p>Roy, Yasmin &amp; Leslie</p>

	<p>and added protein due to space constraints at our site.</p> <p>Engaging with a new supplier for puree food, especially chicken supplies, is under consideration. However, a final decision has not been reached yet.</p> <p><b>Food Preparation:</b> Other menu items are prepared from scratch on-site, ensuring freshness and quality.</p> <p><b>Seasonal Menus:</b></p> <p>Menus are thoughtfully chosen based on seasonal changes. The Spring/Summer menu is planned to roll out in March, featuring lighter options with fewer soups.</p> <p>Breakfast choices include options like toast &amp; muffin, croissant, scrambled eggs, sausage, and fruits, providing residents with variety.</p>	<p>towards improving the overall dining experience for our residents.</p>	
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	<p><b>Serving Approach:</b></p> <p>The decision to serve food in a manner similar to home serving has been made, and it is important to note that trays are not used to keep the food warm due to practical considerations.</p> <p>We appreciate your understanding of this approach.</p> <p><b>Utensil Quality:</b></p> <p>Recognizing concerns about utensil quality, we will explore the possibility of upgrading to better-quality utensils. Additionally, efforts will be made to address the issue of missing utensils on a daily basis.</p> <p><b>Food Service Procedure:</b></p> <p>Food is served initially in the dining area before being</p>		
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	<p>distributed to individual rooms.</p> <p>Caretaker staff is responsible for collecting and delivering food to residents' rooms, ensuring a timely and efficient service.</p>		
<p>Staff left the meeting at 3:45 PM.</p>			
<p>8) <b>NEW</b> business:</p>			
<p>a) Other issues raised by family members after 3:45 PM</p>	<p><b>Laundry Procedure:</b> Concerns were expressed about the collection of dirty clothes. There is a suggestion that dirty clothes should be placed in a designated basket, but clarity is needed on how the staff dress the residents. It was proposed that this be checked by a nurse.</p> <p><b>Staff Turnover:</b> Family members highlighted the challenge of frequent staff changes, emphasizing the importance of stability for residents and their families.</p>		<p>Social Worker Secretary</p>

	<p>Stability in staff helps foster closer relationships and better collaboration between staff, residents, and family members.</p> <p><b>Staff Vaccination Rates:</b> The topic of staff vaccination rates was brought up for discussion, with family members expressing interest in ensuring a safe environment for their loved ones.</p> <p><b>Guest Speaker Invitation:</b> The social worker recommended inviting Ronda, the Director of Care, to the Family Council meeting scheduled for March 13, 2024. This would provide an opportunity for open communication and addressing concerns directly with the leadership.</p> <p><b>Communication Platform:</b> The secretary suggested creating a WhatsApp channel for the Family Council to</p>		
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	facilitate daily communication among family members. This platform aims to enhance collaboration and information sharing within the council.		
9) Round Table			
a) N/A			
10) Meeting adjourned at 4:15 p.m.			
<b>Next Meeting – March 13, 2024 3:00 pm– 4:00 pm (GDC Boardroom &amp; Zoom)</b>			