



MEET WESTVIEW CARE COMMUNITY



37 long-term care beds

#1 facility in the central zone, as ranked by family members in the 2014-15 and 2018 Long-term Care Family Experience Surveys

100% propensity to recommend – Families recommended Westview facility to others

THEIR CHALLENGES



- ▶ A **hectic** pace to the morning routine for residents and staff
- ▶ **Lack of flexibility** with the set breakfast time difficult for staff and residents
- ▶ Limited **ability to honour** residents' preferences such as: when to get up; when to eat; where to sit; and the type and quantity of food
- ▶ **Difficult for staff** to consistently provide residents with assistance and supervision

TACKLING THE CHALLENGES



- ▶ Involving staff and residents/families in:
 - **brainstorming & testing** ideas
 - **reflecting** on changes
 - **refining** the idea

THE SOLUTION

Successfully implemented '**come-and-go breakfast buffet**', that runs every morning from 7:30 a.m. to 10:30 a.m.

THE EVALUATION



"I love the food choices"
(resident)

"It's rewarding to give the residents the food choices from the buffet"
(health care aide)

"We don't have all the tables to clear at once... The dietary staff now have time to also assist some of the residents that need help with eating"
(dietary staff)

- ▶ **more ways to honour** the preferences of residents
- ▶ increased **job satisfaction** of staff
- ▶ **less frantic** pace
- ▶ **reduced food waste**
- ▶ **enhanced interactions** between residents and staff
- ▶ **increased confidence** in identifying problems and creating solutions

"My own interaction with them is by far my highlight...has become my happy place and I hope to make it everyone else's happy place as well!"
(unit aide)

"I love the interaction going on...with all the staff serving in there and the residents coming and going"
(resident)