

Experience | Patient-centred | Custom Indicator

Indicator #1	Last Year		This Year		
	I am satisfied with the food and beverages served to me (Winbourne Park)	53.60 Performance (2024/25)	68.90 Target (2024/25)	69.00 Performance (2025/26)	-- Percentage Improvement (2025/26)

Change Idea #1 **Implemented** **Not Implemented**

Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

Process measure

- Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal surveys will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options. These will be documented on the Food Service Managers Manager by WalkABOUTs.

Target for process measure

- 75% of the long-term care home residents who have the ability to verbally communicate will participate in the verbal survey by April 25, 2024.

Lessons Learned

As the resident population changes, so does the change request in the food and beverages. Residents have expressed they don't like completing surveys, prefer a verbal discussion (less formal) of options monthly at the food committee meeting, or/and during FSM walkabouts.

Change Idea #2 **Implemented** **Not Implemented**

Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

Process measure

- Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options.

Target for process measure

- 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024.

Lessons Learned

Residents have expressed they do not like completing surveys, prefer a verbal discussion of options (less formal approach) monthly at the food committee meeting, or/and during FSM walkabouts.

Change Idea #3 Implemented Not Implemented

Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

Process measure

- Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options.

Target for process measure

- 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024.

Lessons Learned

Residents have expressed they do not like completing surveys, prefer a verbal discussion of options (less formal approach) monthly at the food committee meeting, or/and during FSM walkabouts.

Change Idea #4 Implemented Not Implemented

Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

Process measure

- Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options.

Target for process measure

- 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024.

Lessons Learned

Residents have expressed they do not like completing surveys, prefer a verbal discussion of options (less formal approach) monthly at the food committee meeting, or/and during FSM walkabouts.

Comment

Winbourne Park has managers that rotate throughout the evening and weekends, this has been effective to speak with residents more informally and to identify any concerns or questions regarding food and beverages. Residents will be asked during and after meals how they enjoyed what they received and quality of the items.

Indicator #2	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
I am satisfied with the quality of the laundry services for my personal clothing (Winbourne Park)	59.10	79.30	80.80	--	NA

Change Idea #1 Implemented Not Implemented

Environmental services manager will engage regularly with the residents at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

Process measure

- Verbal satisfaction or dissatisfaction will be obtained from the residents during walkabouts in the home. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing.

Target for process measure

- 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024

Lessons Learned

Success with obtaining verbal feedback, residents are very receptive to ESM and speak to him regularly. The physical survey was not an effective tool as residents declined to participate.

Change Idea #2 Implemented Not Implemented

Environmental services manager will engage regularly with the residents at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

Process measure

- Verbal satisfaction or dissatisfaction will be obtained from the residents during walkabouts in the home. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing.

Target for process measure

- 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024.

Lessons Learned

Success with obtaining verbal feedback, residents are very receptive to ESM and speak to him regularly. The physical survey was not an effective tool as residents declined to participate.

Comment

Winbourne Park has managers that rotate throughout the evening and weekends conducting MBWA's, this has been effective to speak with residents informally and to identify any concerns or questions regarding laundry services. ESM and ED frequently attend resident council meetings as per invitation.

Indicator #5	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
I have friends in the home (Winbourne Park)	59.30	71.30	NA	--	NA

Change Idea #1 Implemented Not Implemented

Residents will have a sense of community and belonging within the home. Residents will have the opportunities to cultivate friendships during social activities, group trips and mealtimes.

Process measure

- Recreation manager will engage regularly with the residents at the home to gather input and suggestions for activities and programs to meet friends, as well as address any concerns and challenges regarding the barriers to creating friendships. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into making friendships and bonds, and potential barriers in doing so.

Target for process measure

- 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024.

Lessons Learned

Residents have a very close rapport with the recreation staff and will offer suggestions during planning events and meetings. Verbal survey was completed, some feedback surrounding advanced dementia and communication barriers.

Change Idea #2 Implemented Not Implemented

Residents will have a sense of community and belonging within the home. Residents will have the opportunities to cultivate friendships during social activities, group trips and mealtimes.

Process measure

- Recreation manager will gather more residents to attend resident council meetings monthly. Information surrounding the council will be provided as well as an open forum to discuss ideas for recreational programming and friendship making.

Target for process measure

- Verbal satisfaction or dissatisfaction with friendship making opportunities will be obtained from the residents during walkabouts in the home. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into making friendships and bonds, and potential barriers in doing so.

Lessons Learned

Recreation manager has involved more residents at the resident council meetings, overall, very well attended.

Comment

Home had opportunity to join with a sister home for activities, virtual competitions, this fostered friendships not only in house, but also externally. We were unable to compare results from previous year as our survey was changed based on resident feedback, and the question was not included in 2024 survey.

	Last Year		This Year		
Indicator #12	68.80	85	72.70	--	NA
Would recommend this home to others (Family) (Winbourne Park)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

All families will be given information and education on the family council forum and option/invitation to attend monthly. Goal will be to establish a framework for families to speak freely about if they would recommend the home to others.

Process measure

- During the family council meetings, families will have the opportunity to discuss why or why they would not recommend the home to others. Challenges will be discussed, and action items identified with an improvement plan. Each month update will be given to demonstrate action to the items addressed and improvements.

Target for process measure

- Goal to have the percentage of would recommend increase to 80%, as family council attendance will grow to more members. Open door policy for all managers adopted for timely resolution of issues within the home.

Lessons Learned

Active family forum often invites the Executive Director to attend and will give feedback.

Change Idea #2 **Implemented** **Not Implemented**

All families will be given information and education on the family council forum and option/invitation to attend monthly. Goal will be to establish a framework for families to speak freely about if they would recommend the home to others.

Process measure

- During the family council meetings or social gathering BBQs and events, families will have the opportunity to discuss why or why they would not recommend the home to others. Challenges will be discussed, and action items identified with an improvement plan. Each month's update will be given to demonstrate action to the items addressed and improvements.

Target for process measure

- Goal to have the percentage of would recommend increase to 80%, as family council attendance will grow to more members. Open door policy for all managers adopted for timely resolution of issues within the home.

Lessons Learned

Active family forum often invites the Executive Director to attend and will give feedback. Also, families very active in the home, will touch base with leadership team members during visits and will be asked, and will express any questions or concerns.

Comment

Managers at Winbourne work various schedules, often rotating in the evenings and on the weekends. This allows for frequent family touch points during visits. Care conferences are booked as per schedules and as per need as well.

Indicator #7	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
Overall, I am satisfied with laundry, cleaning and maintenance services (Winbourne Park)	25.00	65.50	NA	--	NA

Change Idea #1 Implemented Not Implemented

Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the laundry, cleaning and maintenances services.

Process measure

- Verbal satisfaction or dissatisfaction will be obtained from the families present in the home in relation to laundry, cleaning, and maintenance services during the environmental service managers’ walkabouts. Email survey will be conducted within the first 4 months of the year to determine the family members’ satisfaction and to gather further input into laundry, cleaning and maintenance services.

Target for process measure

- 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024.

Lessons Learned

Email survey was ineffective as families did not reply. Most success with asking families during MBWAs and addressing individual concerns

Change Idea #2 Implemented Not Implemented

Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the laundry, cleaning and maintenances services

Process measure

- Email survey to be sent to all families within the first 4 months of the year to determine satisfaction and to gather further input into the quality of environmental services within the home.

Target for process measure

- 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024.

Lessons Learned

Email survey was ineffective as families did not reply. Most success with asking families during MBWAs and addressing individual concerns.

Comment

Winbourne Park has managers that rotate throughout the evening and weekends, this has been effective to speak with families more informally and to identify any concerns or questions.

	Last Year		This Year		
Indicator #4	26.70	51	NA	--	NA
I have an opportunity to provide input on food and beverage options (Winbourne Park)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

Food Service manager will engage regularly with the resident families at the home to gather input and suggestions of the food and beverages served.

Process measure

- Verbal satisfaction will be obtained from the families present in the home during meal and snack service. Email survey will be conducted within the first 4 months of the year to determine the family members satisfaction and to gather further input into further food and beverage options.

Target for process measure

- 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024.

Lessons Learned

Success with obtaining verbal feedback, however the email survey was not an effective tool as families did not respond back or complete. Following up with individuals separately was a more effective approach.

Change Idea #2 **Implemented** **Not Implemented**

Food Service manager will engage regularly with the resident families at the home to gather input and suggestions of the food and beverages served.

Process measure

- Verbal satisfaction will be obtained from the families present in the home during meal and snack service. Email survey will be conducted within the first 4 months of the year to determine the family members' satisfaction and to gather further input into further food and beverage options.

Target for process measure

- 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024.

Lessons Learned

Success with obtaining verbal feedback, however the email survey was not an effective tool as families did not respond back or complete. Following up with individuals separately was a more effective approach.

Comment

Winbourne Park has managers that rotate throughout the evening and weekends, this has been effective to speak with families more informally and to identify any concerns or questions regarding meal and snack service.

Indicator #3	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
I am satisfied with the quality of the laundry services for personal clothing (Winbourne Park)	35.70	70.70	54.50	--	NA

Change Idea #1 Implemented Not Implemented

Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

Process measure

- Family newsletter to include information on the laundry process and email survey to be sent to all families within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing.

Target for process measure

- 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024.

Lessons Learned

Success with information sharing in the newsletter, however the email survey was not an effective tool as families did not respond back or complete. Following up with individuals separately was a more effective approach.

Change Idea #2 Implemented Not Implemented

Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

Process measure

- Family newsletter to include information on the laundry process and email survey to be sent to all families within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing.

Target for process measure

- 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024.

Lessons Learned

Success with information sharing in the newsletter, however the email survey was not an effective tool as families did not respond back or complete. Following up with individuals separately was a more effective approach.

Comment

Winbourne Park has managers that rotate throughout the evening and weekends, this has been effective to speak with families more informally and to identify any concerns or questions surrounding laundry services.

Indicator #6	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
I would recommend this home to others (Resident) (Winbourne Park)	77.80	75	82.80	--	NA

Change Idea #1 **Implemented** **Not Implemented**

All residents will be given information and education on the resident council forum and option/invitation to attend monthly. Goal will be to establish a framework for residents to speak freely about if they would recommend the home to others.

Process measure

- Resident tea and/or BBQs and social events to gather residents together will be arranged quarterly to entice residents to attend resident's council. During this time current resident's council members will discuss the goals of the forum. Activities and special events will also be discussed during these events.

Target for process measure

- During the resident council meetings or social gathering BBQs and events, residents will have the opportunity to discuss why or why they would not recommend the home to others. Challenges will be discussed, and action items identified with an improvement plan. Each month's update will be given to demonstrate action to the items addressed and improvements.

Lessons Learned

Multiple events over the year, good turnout at residents council meetings.

Comment

Residents are very active in the home's recreational programs. They have a lot of input and enjoy developing new programs and social activities. Managers have an open-door policy, and residents will come and discuss any ideas, issues, questions. Managers will also rotate to all units during MBWA's, and this is a great time to liaise with residents about how they are enjoying the home, and if they would recommend this home to others.

Safety | Safe | Optional Indicator

Indicator #8	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
Percentage of LTC home residents who fell in the 30 days leading up to their assessment (Winbourne Park)	13.23	13	14.57	-10.13%	13

Change Idea #1 Implemented Not Implemented

1) Establish a weekly cadence for multidisciplinary meetings to review residents with falls, as well as to review interventions required to reduce falls with injury

Process measure

- all residents who are at a high risk for falls will have a fulsome review and an accurate care plan to address fall needs.

Target for process measure

- Monthly the number of resident falls will decrease

Lessons Learned

Home adopted a "Falls Focused Friday" and falls are reviewed during that time every week. CarePlan's are updated during this time. Registered Staff meeting/report daily Mon to Friday which also reviews the falls from the day prior. Quality meeting 1/4ly also reviews the falls and interventions.

Comment

Home has dedicated falls lead in place who oversees the program. New intervention home is using, is designated positions for chairs in the hallways, for PSWs to be able to document at POC, while monitoring residents who are at the highest risk for falls.

Indicator #9	Last Year		This Year		
	Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Winbourne Park)	21.19 Performance (2024/25)	18 Target (2024/25)	14.79 Performance (2025/26)	30.20% Percentage Improvement (2025/26)

Change Idea #1 Implemented Not Implemented

Establish a weekly cadence for multidisciplinary meetings to review residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment.

Process measure

- weekly residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment will be reviewed and plan created to either diagnose the resident appropriately or to utilize other methods of treatment including non-pharmacological approaches and other medication choices that are beneficial, not utilizing antipsychotic medication.

Target for process measure

- The Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment will reduce

Lessons Learned

Success with having a specific cadence, which kept both nursing team and physician members accountable to review and diagnose as required.

Comment

Addition of NP who attends the home weekly for support. Works closely with BSO lead to effectively monitor and treat behaviors appropriately, using non-pharmacological approaches first before medication.

Safety | Safe | Custom Indicator

	Last Year		This Year		
Indicator #11	2.00	2	2.09	--	NA
Worsened Stage 2-4 pressure injury (Winbourne Park)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

All residents with a worsened stage 2-4 pressure ulcer with have a fulsome assessment by the interdisciplinary care team to determine approach to wound healing

Process measure

- Resident will have a new treatment plan put into place. If after three weeks we have not seen progression in wound healing, assessment will be completed holistically with interdisciplinary team members (nursing, PT, MD, PSW, RD, RES, family) to create a new treatment plan. This cadence will continue until we see wound healing progression.

Target for process measure

- we will have a decrease in the number of residents with worsened stage 2-4 pressure injury..

Lessons Learned

Home has been successful in changing treatment plans Q 3 weeks as required. Some challenge with skin and wound lead turnover, having a backup in place is most beneficial to maintain this approach.

Comment

Increase need for staff education, sessions booked multiple times per year to ensure staff competency with skin and wound

Indicator #10 Restraint Reduction (Winbourne Park)	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
	2.50	4	0.00	--	NA

Change Idea #1 Implemented Not Implemented

Home of least restraint. All residents will have a fulsome assessment on admission, annually and as needed to determine needs, using PASD's as appropriate instead of a restraining device.

Process measure

- assessments will be reviewed by the interdisciplinary team. Education will be provided to families who wish for a restraining device. Home will use alternatives to all restraining devices such as positioning aids, easy release belts, Montessori interventions and alternatives, BSO, non-pharmacological methodologies

Target for process measure

- The home will continue to have zero restraints.

Lessons Learned

Success in this approach, home has no restraints. Active BSO and recreational programming

Comment

Increase in recreation positions available for this coming year, 2025. Therefore, more dedicated staff in place to keep residents engaged and entertained. Fulsome on-going communication with families on admission, as well as with Ontario Health at Home, to promote a home of least restraint.