



Boosting Quality Care:

The Power of Family Confidence
Reporting in Senior Living

Introduction

“My mum says all she does is stay in her room all by herself. Are you offering her any opportunities to socialize?”

For many Life Enrichment Managers, this is a very common sentiment.

Nothing can fill your team with more dread than family confidence reporting. While perhaps not the most well-known aspect of care, it plays a significant role in ensuring that the resident’s family is happy with the care being provided. When the family is confident their loved one is being taken care of, they have confidence in the community. Most senior living communities know that it is easier and more cost-effective to keep a bed occupied longer than to onboard a new resident. Keeping the resident — and their family — happy is a key component of maintaining occupancy.

How does your team prepare for family meetings?

Do they show up with reporting that reflects the resident's engagement and participation? Do they have data to back up their talking points?

In this eBook, we'll explore how family confidence reporting can **enhance the quality of care** in senior living and skilled nursing communities. You'll learn how to streamline your reporting processes to turn every family confidence meeting into a win for your teams.

Understand Family Confidence Reporting

Family confidence refers to the family's trust in your organization's ability to **provide excellent care for their loved one** and deliver on your brand promises. Families want to be assured that their loved one is happy, healthy, and receiving plenty of engagement. Above all, they want transparency into what their loved one's life looks like while living in your community.

Family confidence reporting is a system that enables family members to provide feedback on the care and services their loved ones receive while residing in senior living communities. Essentially, it gives families a voice, ensuring that their concerns, praises, and suggestions are heard and acted upon by the team.



Collaborating With Families to Improve Resident Care

Senior living communities and skilled nursing facilities have a responsibility to provide their residents with high quality care and support. Having the confidence of residents' families can go a long way in improving the quality of care.

Here are some of the key advantages:



Communication and Collaboration

Effective communication is key in a healthcare setting. Family confidence reporting promotes open lines of communication between families and community staff, fostering a collaborative environment that supports the well-being of residents.



Resident Well-Being

Residents often feel more content and secure when they know their families have confidence in the community in which they reside. A supportive and trusting environment can positively impact the emotional well-being of residents.



Continuity of Care

When families are confident in the community, they are more likely to maintain consistent communication and involvement, allowing for better continuity of care and a stronger support system for the residents.



Building Relationships

By engaging with family members through confidence reporting, you can establish meaningful relationships. This collaboration can lead to a deeper understanding of residents' unique needs and preferences, resulting in a more personalized and fulfilling care experience.

How do communities benefit from maintaining family confidence?

Family confidence reporting is not a one-sided affair; it also benefits all types of senior living communities. Here's how:

1

Enhanced community reputation: Communities that make family confidence a priority enjoy a stronger reputation. Communities that actively seek and incorporate family feedback are often more highly trusted by the public.

2

Improved resident retention and longer stays: When residents and their families are satisfied with the community, they will continue to call it home. A successful life enrichment program increases residents' length of stay, resulting in more revenue.

3

Fostering continuous improvement: Constructive feedback from families is a valuable tool for communities to identify areas for improvement. It enables them to refine their practices, policies, and protocols, ultimately enhancing the overall quality of care provided.

4

Family and resident ambassadors: Positive experiences shared by families can attract new residents and contribute to the growth and success of the community. Families who are highly satisfied with your community may be willing to act as ambassadors for marketing purposes.

5

Improved employee satisfaction: Team members will be more satisfied in their roles when they have a positive relationship with residents' families. Having the family's confidence shows team members that their hard work on behalf of the resident is being recognized and appreciated.

Building Trust With Families

Building trust takes time and effort, but it is a crucial aspect of ensuring the well-being and happiness of both residents and their families. To maintain the confidence of residents' families, all senior living communities need to focus on transparency, open communication, empathy, and a commitment to providing high-quality care.

Transparent Communication

Establish open and transparent lines of communication with families. Regularly update them about their loved one's condition, care plans, and any changes in their health or well-being.

Accountability

Keep detailed resident records and be prepared to share this information with families. Respond promptly to requests to know more about a loved one's care and engagement.

Empathy and Compassion

Train staff to show empathy and compassion towards residents and their families. Understanding and acknowledging their emotions and concerns can go a long way in building trust.

Family Involvement

Encourage family involvement in the care of their loved ones. Provide opportunities for family members to participate in activities, therapy sessions, and care meetings.

Personalized Care

Create individualized care plans for each resident based on their unique needs and preferences. Involve families in the development of these plans and seek their input to ensure the best possible care.

Quality Improvement Initiatives

Demonstrate a commitment to continuous improvement by engaging in quality improvement initiatives and sharing the results with families.

Implementing Feedback

Be responsive to any concerns or complaints raised by families. Addressing issues promptly and professionally shows that the community takes feedback seriously and is committed to improvement.



Barriers to Preparedness

Going into family confidence meetings is not a simple task. It requires preparation and accurate reporting, and many life enrichment professionals attend them feeling underprepared. Some barriers to preparing for family meetings include:

1

Lack of Preparation Time: Planning, preparing, and executing activities for residents can be time-consuming — the life enrichment team's busy schedule may leave them with little time to adequately prepare for meetings.

2

Staffing or Resource Constraints: The community may be short-staffed or have limited resources, which can impact the life enrichment team's ability to adequately prepare for meetings outside of their other responsibilities.

3

Inexperience or New to the Role: Staff turnover is a challenge in the senior living industry. If a team member is new to the role or lacks experience conducting family confidence meetings, they may be unsure how to approach the meeting or what information to present.

4

Communication Breakdown: There may have been a breakdown in communication between staff members or different departments within the community. As a result, the team member conducting the meeting may not have access to the most accurate, up-to-date information about the resident.

5

Lack of Resident Data: Similarly, the team member may not have access to the resident's engagement data because it was not recorded in the first place. Missing attendance records, incomplete profiles, and outdated assessments can all negatively impact preparedness.

Overcoming the barriers on the previous list may feel daunting to accomplish ahead of a family meeting. Life enrichment and activity teams are often under-resourced as is — the idea of spending additional time tracking down attendance records to tell the story of a resident's engagement can be overwhelming.

But this also represents a huge opportunity for operators: imagine **empowering your team** to go into family meetings with a digital report that can be generated in seconds covering everything their loved one did within the period.



Five Simple Steps to Improving Family Confidence With Welbi



provides your life enrichment teams with the tools they need to engage every resident and share their activities with loved ones. Here's how to improve family confidence with Welbi:



1. Create Your Resident Profiles in Welbi

Resident profiles capture important data about a resident's needs, hobbies, interests, and life stories. Life enrichment professionals depend on this information to plan engaging programs and connect with their residents. Welbi's resident profiles are easy to update and quick to access, ensuring that teams can get to know their residents within minutes. Having accurate and detailed resident profiles demonstrates your commitment to getting to know each resident on an individual level and providing person-centered care.



2. Plan Engaging Programs That Meet Your Residents' Needs

With the data captured in Welbi, life enrichment professionals can plan engaging activities that will draw residents out of their rooms to socialize. Explore your residents' goals and interests to come up with meaningful programs that will support their well-being and help them live longer happier lives. To save you time, the Welbi platform recommends activity ideas to add to your calendar based on your resident data. Families will notice that their loved one is happier, healthier, and more engaged when your programs reflect their interests.



3. Capture Engagement Data in Welbi

Documentation is key to maintaining family confidence. Your motto should be that if it's not written down, it didn't happen! Welbi allows teams to record all their interactions with residents while they're on the go. This includes one-on-one interactions as well as attendance at group activities. Life enrichment staff can track residents' levels of engagement and make additional notes as needed while they are taking program attendance. With this information on hand, staff will be prepared to tell families the full story of their loved one's engagement.



4. Follow Up With Residents at Risk of Isolation

Some residents may still not be interested in attending programs, and that's okay — after all, it's their decision. Nonetheless, it's important to ensure that residents who don't come to programs are still receiving engagement, whether it's through one-on-one visits or self-directed activities. Welbi alerts teams when a resident is at risk of isolation based on their last recorded interaction in the platform. Teams can then follow up with the resident to learn what they can do for them. If the resident declines to attend programs, this information can be recorded in Welbi to reassure families that their loved one has not been forgotten.



5. Share Resident Engagement Reports With Families

Gathering all the information needed for a family conference can take hours of sorting through paperwork. With Welbi, it can be done in just a few clicks. Welbi allows you to generate an Engagement Insight Report for every resident with information about their program participation over a timeframe of your choosing. The report provides a list of every program the resident attended as well as their overall levels of participation and engagement. It can be printed or emailed for easy sharing with family members as needed, making it an excellent tool for care conferences!

"Family members often ask what participation is like for their loved one. It's easy now to find that information."



Jennifer Nash
The Crofton Manor
Revera Retirement



"All the information is right there for me during a care conference so I can give accurate information to families about their loved ones' attendance and participation."



Shelley Deir
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Responsive Group Inc.



Looking to supercharge your approach to family confidence reporting? Book time with our team to explore how we can turn this dreaded task into a value-add!

Visit us at www.welbi.co to see how Welbi can change your life enrichment team's processes.