



Peel Senior Link
helping seniors live independently

'Client and Caregiver Quality Support – Enabling Independent Living @ Home'

CARP CHAPTER 52

BRAMPTON, ONTARIO

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Context of Needs/Gaps

- Seniors and Boomers a focus of the health transformation process (Boom, Bust & Echo – David Foot 1996)
- Family Caregiving Stats Can 2012 – 3 in 10 are family caregivers – 28% aged 15+ provided care to family members – Reasons: #1 Grandparent 56% - 75% providing 1-4 hours/week
- Region of Peel 2014 Aging Population Term of Council roles: strategic direction & policy positions; high quality, sustainable services; catalyst for community; and advocate for seniors
- Community Capacity Study – CWLHIN 2015 – High Risk Seniors Can Live at Home with Support for Daily Living 630 units with a need for 990 to sustain the current need (785 in 2017) – Informal Care 4.2 hrs for every hour of PSW
- Reduce caregiver demand:
 - better use of technology
 - prioritize primary & secondary prevention
 - improve care coordination & system navigation
 - provide services & initiative that reduce caregiver burnout, improved care competency, & support working caregivers

Context of Needs/Gaps

- Canadians are Aging – 2016 Census, Canada and Ontario have more 64+ than children younger than 15 yrs.
- Change Foundation – 3.3 Million Ontarians or 29% serving as caregivers
- Housing Plans, Needs and Insights of Older Adults in Peel Region, 2016
- Patients First Act 2017 Bill 41 with a continued focus on home & community care at home support to enhance the client & caregiver service experience

Context of Needs/Gaps

- Federal Health Accord March 2017 - \$4.2 B into Ontario's Medicare system with a focus on Mental Health and Home Care
- Ontario Budget April 2017 – strengthening care in the community
 - \$250 Million in Home & Community Care
 - \$100 Million for dementia care and caregiver training

Housing Plans, Needs and Insights of Older Adults, 2016 Study Highlights

- Aligns with Region of Peel's Strategic Plan – 'Community for Life'
- Inter-relationship between satisfaction with housing and the community
- Strong desire to live in own home as long as possible
- Primary force to move are physical incapacity and lack of financial resources
- Desired features of housing and community are accessible accommodation, amenities e.g. shops, restaurants, and health facilities, reached by walking or public transit, along with age-friendly neighbourhoods with open and green space

Patients First Act 2016, Bill 41

Key Changes

- Needs of patients at the centre of care
- Improved client/caregiver experience and engagement in service development, evaluation, and change
- Strengthen planning for primary care and home & community care at the local level
- Stronger relationship with Public Health
- CCAC assets transferred into the Local Health Integration Networks
- Enhanced support for caregivers e.g. respite, expansion of Adult Day Programs and End-of-Life/Hospice, Dementia support, Health Links approach for clients with complex needs

History of Peel Senior Link

1991

Supportive Housing for seniors identified as community need

1993

Incorporated and received charitable status

Funding from United Way of Peel, Ministry of Health, grants and donations

1998

Moved from 12 + 12 service to 16 hour and then 24-hour on-site service in 13 buildings across the Region of Peel

2008/09

Supports for Daily Living (SDL) Model developed - 24/7 also know as hub & spoke model

2017

Operate 11 SDL service locations (9 in Mississauga, 2 in Brampton) with a capacity of 322 clients, Bathing program, IST, Creditvale Hub, and related supports and services

1990

1995

2000

2010

2020

SDL Service Highlights

- Operate 11 SDL service locations across the Region of Peel (9 sites in Mississauga, and 2 sites in Brampton) with a capacity 322 clients
- SDL award winning model with 3M Health Quality Team Award 2011, and the inaugural Ontario Minister's Medal Honouring Excellence in Health Care & Safety 2013
- Provision of bathing services in partnership with the Seniors Life Enhancement Services
- Medication Assistance Program – 'Partnering for a Healthy Tomorrow – Person Centred Care Quality Award – MH LHIN 2015'
- Caregiver Training

SDL Service Highlights

- Integrated Seniors Team partnership for seniors with mental health challenges, in partnership with Seniors Housing in Peel and Punjabi Community Health Services
- Creditvale Mills Community Wellness Hub – lead a collaboration of service providers in the development of a community hub for seniors, families, and youth
- Social/recreational programs, e.g. Visual Arts Mississauga, Nordic Pole Walking, ETAG Technology, Christmas Teas, Barbeques and other events
- Family Caregiver & Client Advisory Panel
- Health Links development & service partner

Evidence-Based Approach Applied Research Partnerships

- PSL has had a long history of serving as a lead/partner in numerous research studies to drive policy and service direction. Two research projects that we are currently engaged in:
- Sheridan College Centre for Elder Research – Loneliness and Social Isolation study
- University of Waterloo – evaluating quality indicators for client assessments, and develop and pilot a self-reporting tool for caregivers

Challenges, Opportunities & Trends in Health System Development

- Addressing large and growing wait lists with fixed resources
- Working in partnership with clients, caregivers, and advocates in health system development
- Reducing caregiver burnout through enhanced education, and support
- Improving the client/caregiver experience
- Maintaining quality and valued service
- Strengthening partnerships within and across health and human service sectors taking a determinants of health approach



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For further information:
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Health Integration Network
Réseau local d'intégration
des services de santé de
Mississauga Halton

 **Region
of Peel**

 **Ontario**
Central West Local Health
Integration Network
Réseau local d'intégration
des services de santé
du Centre-Ouest