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CONTINUOUS QUALITY IMPROVEMENT REPORT



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Henley House Continuous Quality Improvement Report

Our Commitment to Quality Improvement

At Henley House, continuous quality improvement is a fundamental component of how we provide safe, compassionate, and resident-centered care. Our team regularly reviews performance data, active engagement from residents and families, and collaborates across disciplines to strengthen the quality of care and services we provide.

Our quality priorities align with provincial reporting frameworks and benchmarks through Health Quality Ontario and the Canadian Institute for Health Information. By monitoring key performance indicators and implementing evidence-based practices, we work to continuously improve the health, safety, and quality of life of the residents who call Henley House home.

Best Practice Spotlight Organization (BPSO)

Henley House is proud to be designated as a Best Practice Spotlight Organization through the Registered Nurses Association of Ontario. This designation reflects our commitment to implementing evidence-based clinical best practice guidelines across the home.

Our current BPSO focus areas include:

- Falls prevention
- Pressure injury prevention and management
- Admissions
- Responsive behavior/delirium
- Pain and palliative

Through this program, our team works to strengthen clinical practice, support staff education, safety, and improve resident outcomes.

Henley House has outlined clear objectives in our Quality Improvement Plan for 2026-2027, aiming to:

Reduce Emergency Department Visits

Reducing avoidable hospital visits supports resident comfort and continuity of care. Currently, 27.56% of residents experienced avoidable emergency department visits, representing an 18.46% improvement from the previous year.

Henley House continues to focus on early assessment and intervention, collaboration with physicians and nurse practitioners, and enhanced clinical monitoring to safely manage resident care within the home whenever possible.

Falls Prevention

Falls prevention remains a key focus for our quality improvement efforts. Our most recent data shows a falls rate of 17.65%, representing a 16.71% improvement from the previous year.

Our interdisciplinary team continues to work toward meeting or exceeding the provincial benchmark through ongoing risk assessments, individualized care planning, and evidence-based prevention strategies.

Reducing Inappropriate Antipsychotic Use

Henley House is committed to reducing the use of antipsychotic medications for residents without a diagnosis of psychosis. Our current rate is 31.38%, with a goal of reaching 25.99%, in line with provincial benchmarks.

Improvement strategies include interdisciplinary medication reviews, collaboration with pharmacy partners, and

the use of behavioural support strategies to promote non-pharmacological approaches to care.

Pressure Injury Prevention

Preventing pressure injuries and supporting wound healing remains an important quality priority. Our current rate of worsening pressure ulcers is 6.32%, with a goal of reducing this to 3.30%.

Strategies include weekly wound audits, evidence-based wound care practices, staff education, and collaboration with external wound care specialists.

Ongoing Quality Improvement Initiatives

Henley House continues to strengthen care and services through several initiatives, including:

- Enhanced resident-centered care planning processes
- Expanded staff education and orientation programs
- Recruitment of the brightest and the best people through our reputation and community relationships.
- Hiring a full-time Social Worker to support residents and families
- Enhanced documentation of resident dietary preferences and nutrition monitoring
- Enhanced communication with residents and families
- Improved screening processes for delirium, pain, and palliative care needs

Monitoring Quality and Progress

Progress on quality initiatives is monitored through several processes, including:

- Monthly review of key quality indicators
- Professional Advisory Committee and Quality Council meetings
- Chart audits and clinical reviews
- Monitoring of emergency department visits and medication practices
- Ongoing collaboration with NLOT, pharmacy and behavioural support teams

These processes help ensure that improvement strategies remain effective and responsive to resident needs.

Resident and Family Engagement

Residents and families play an important role in guiding quality improvement at Henley House. Feedback from our Resident and Family Satisfaction Surveys is shared with the Resident and Family Councils and informs about the development of Quality Action Plans.

Our satisfaction surveys were shared with both the resident and family councils February 6th and 25th 2026.

Input from residents and families is also incorporated through council meetings, quality committees, and ongoing communication with staff and leadership.

Supporting Residents Living with Dementia

Henley House has implemented the DementiAbility Program, which focuses on creating meaningful engagement opportunities for residents living with dementia. This program supports person-centred care and enhances quality of life through individualized approaches and supportive environments.

Investing in Resident Care

To further support resident comfort, safety, and engagement, Henley House has invested in additional care equipment, including:

- Mechanical lifts
- High-low beds
- Shower chairs
- Adjustable dining tables
- Recreational engagement equipment

These investments help promote independence, dignity, and safety for residents.

Our Commitment Moving Forward

The team at Henley House remains dedicated to continuously improving the quality of care and services provided within our home. Through collaboration with residents, families, healthcare professionals, and community partners, we strive to create a safe and supportive environment where every resident can experience the highest possible quality of life.

More information about our Quality Improvement Plan is available through [Health Quality Ontario](https://www.healthqualityontario.ca/) or on our website <https://www.primacareliving.com/henley-house>