

Lee Manor



Grey County Operations Report to Committee of Management Open Session

Submission Date: May 12, 2020

Information for the months of: February 15 – April 14, 2020

Endorsed by Council: May 28, 2020 per Resolution CC55-20

Quality

Publicly reported indicators/Survey Results

Q3 2019 (October - December 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Lee Manor			
		Q4 Jan-Mar/19	Q1 Apr-Jun/19	Q2 Jul-Sept/19	Q3 Oct-Dec/19
Improved or remained independent in mid-loss ADL	29.0%	36.90%	34.1%	35.3%	35.7%
Worsened ADL	34.4%	41.1%	40.8%	37.5%	39.7%
Worsened behavioural symptoms	12.5%	12.4%	10.4%	9.9%	9.1%
Worsened mood from symptoms of depression	22.4%	27.9%	24.3%	20.2%	19.5%
Taken antipsychotics without a diagnosis of psychosis	18.6%	19.8%	19.8%	17.8%	16.1%
Has fallen	16.4%	12%	11.4%	11.9%	12.9%
Worsened stage 2 to 4 pressure ulcer	2.5%	1.3%	2.0%	2.4%	2.4%
New stage 2 to 4 pressure ulcer	2.0%	0.9%	1.6%	1.8%	1.7%
Daily physical restraints	3.6%	2.4%	1.7%	1.6%	1.9%
Worsened bladder continence	17.5%	18.3%	19.0%	17.1%	17.0%
Has pain	5.7%	2.5%	3.3%	3.5%	2.7%
Worsened pain	9.6%	9%	8.6%	9.1%	7.9%

The 3rd quarter data from the Canadian Institute for Health Information (CIHI) shows that Lee Manor continues to make improvements in several areas and remains above the provincial average in one area. Improvements are reflective of ongoing focused initiatives and data accuracy.

Quality improvement programs continue for worsened mood from symptoms of depression, taken antipsychotics without a diagnosis of psychosis and wound care/pressure ulcers.

Ministry of Long-Term Care (MOLTC) Compliance Orders /Inspection Findings Summary

There were no Ministry of Long-Term Care inspections during this reporting period.

Outbreaks

Care Community experienced two separate respiratory outbreaks during the period involving Influenza A with five residents and fifteen staff cases. One resident required hospitalization. No deaths were related to this outbreak.

Care Community experienced an enteric outbreak that affected 14 residents and ten staff. No hospitalizations or deaths were associated with this outbreak.

Actions taken for both outbreaks included posting and communicating visitation rules, surveillance of staff and residents, staff and resident co-horting, and additional surface cleaning and PPE supplies and hand sanitizer made available. Large social gatherings were also cancelled. Public Health and the Ministry of Labour were notified.

There was one suspected respiratory outbreak, however the resident was tested and results came back negative.

People

We are pleased to announce that Paige Caswell joined the Lee Manor Team as Nutrition Manager effective March 16, 2020. Paige earned her Bachelor of Science in Food and Nutrition in 2015. Paige was previously part of the dietary department while she was completing her degree. We are pleased to welcome Paige back to the Lee Manor Team in a leadership role.

Nonviolent Crisis Prevention Instructor and Associate Director of Care, Susan Dixon provided staff education and training related to safe management and prevention of crisis situations. The training helped build staff competency in managing behaviours in the least restrictive, safest way possible.

Four redeployed County staff were trained on-site and joined us at the end of March. We are grateful for their support in the recreation department and the “Colour It Connect” initiative.

Projects, Location Events and Other

The year 2020 has certainly been eventful to date. The final days of February left us digging our way out of a blizzard which became a hot topic of conversation around the home. The views brought back lots of sharing and storytelling between residents, visitors and staff of past winter storms and experiences.

Residents were also interested in news from around the world and tuned in to watch the ongoing efforts to contain the devastating fires in Australia. They were eager to answer the call made by rescue organizations to craft specialty sized pouches and nests to cradle baby kangaroos and other orphaned animals. Recreation staff obtained the pattern and supplies for residents to crochet the needed items. The experience was gratifying for all involved.

Most recently, daily life has been altered related to the ongoing challenges and effects of COVID-19. Recreation Staff have done a marvelous job thinking outside the box to maintain resident safety and well-being while keeping residents engaged. We proudly share the innovative efforts that have been implemented;

- Residents enjoyed making special name tags for the redeployed Grey County Staff who have joined Lee Manor's Community Support Team. Residents were excited to welcome these new members with a colourful hand crafted name badge that would distinguish them as special team members. Residents and staff are thankful for their support and assistance.
- Until group programming is safe to resume, traditional activities have been set aside and days are filled with "Neighbourhood Time". Recreation staff travel the halls with "Colour It Carts" filled with resources that are specifically stocked to meet the needs and interests of the residents in the home area. Staff visit door to door connecting with residents, utilizing their resources and offering choice to "Colour It Their Way". Whether it's a chat, sharing music or a book, playing a game or enjoying a brush through their hair, they do their best to make it happen. Staff have even managed to satisfy some green thumbs recently with portable gardening kits to start seedlings.
- Activity Room Service at your call! Residents are enjoying the opportunity to select different activities that can be delivered directly to their room. Residents simply check the box and place the room service door hanger outside of their room. Residents can choose from puzzles, colouring, assistance with contacting family/friends and even request a trip to our Ice Cream Parlour to pick up a few treats.
- Bingo has always been a classic activity that residents look forward to. With some innovative twists on a popular pastime we've managed to keep it a favourite! Activity Bingo can be done independently and encourages residents to complete

different tasks such as write a letter to a friend, talk to someone on the phone, or share a compliment. When their card is full, they are entered in a draw for a small prize.

- We also implemented hallway bingo where residents were set-up in their doorways and provided with wireless headsets. They could hear the bingo caller at the end of the hall and play their card from a safe distance. This generated lots of enthusiasm from the group! We've since done hallway karaoke, which brought lots of smiles and laughter up and down the halls.
- April 1st was particularly special for residents who received an outdoor music performance by Jackie Ralph who reached out to offer her karaoke talents to brighten everyone's spirits amongst so much uncertainty. She performed in the centre courtyard where residents enjoyed the sounds from their bedroom windows.
- On Wednesday April 15th we were visited by a parade of emergency service vehicles recognizing our residents and staff for their on-going hard work and effort during the pandemic. Owen Sound Police Services, Fire and Emergency Services, the Inter-Township Fire Department, Grey County Paramedics and Voyago transportation gave salute to our home with their sirens and lights, waving to our staff and residents. Residents enjoyed the view from their windows. In anticipation of the event we decorated the windows with signs made by the residents, thanking these services as well as our staff for their dedication as essential workers.
- In response to family and resident visiting restrictions, the "Colour It Connect" program was born. With 100 participants, it is the most popular and successful initiative implemented to date. If families happen to miss their loved one's call, a personalized message or photo from their loved one is sent via text or email and an additional attempt to connect is made another day. The goal is to make at least one successful connection weekly for each resident on the list.
- Recreation staff have been capturing many moments through the camera lens and have been very creative in designing some innovative group images from individual photos. Residents have been colouring designs and images and with the help of technology, they have been strung together to create group messages like "Colour It Connect" and "All In This Together". Recreation staff have also compiled photos to create some wonderful iMovie productions. Residents have enjoyed the process as much as the final product!
- Staff have also challenged each other to come up with fun theme days that will keep the environment positive and fun. Staff have dressed up as cowgirls, Easter bunnies and M & M candies which had residents smiling ear to ear.
- We have also joined the Country in singing O Canada together every Sunday at noon to show gratitude for essential workers. Residents were very supportive of the initiative and were honoured to participate. Listening to the anthem over the PA and the voices of staff and residents singing side by side has been both rewarding and empowering! We have also invited staff and residents to wear their Canada gear or red and white to further the spirit of unity.

Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.19%	99.0%
Move-Ins	11	18
Discharges	6	13

Stakeholders (i.e. Ministry of Labour, Public Health, Fire)

On March 13th, 2020 an inspector from the Electrical Safety Authority audited of electrical work recorded in logbook, no defects were identified.

Environmental (i.e. Emergency Preparedness, Occupational Health and Safety)

Code Red (fire) was practiced monthly on all three shifts.

On March 13th, 2020 a worldwide Pandemic was declared related to COVID-19. Signage and screening tools were in place and supplies had been ordered for preparedness i.e. Personal Protective Equipment (PPE), hand sanitizer, dietary equipment to assist with meal service and various pieces of equipment to assist with resident care.

Social distancing is being achieved through changes in meal service, that includes tray service to resident rooms. The removal of extra tables and chairs in the dining rooms, resident and staff lounges. Posters have been placed strategically throughout the home to indicate the number of people allowed in each area. The doors between resident home areas have been closed to limit the amount of movement by residents and staff.

Additional staffing hours have been added to nursing, housekeeping, and dietary departments to ensure resident care needs are met. County redeployed staff are providing support for nursing, dietary, recreation and administrative staff. As well, they are working as screeners for staff and essential visitors entering/exiting the home.

The leadership team has been divided into two teams and are working alternate weekends to provide support to the home.

Isolation rooms have been designated throughout the home and equipment purchased to support resident care.

As per Public Health guidelines all staff are wearing PPE's and the residents/staff are being monitored and swabbed accordingly.

Daily meetings are held to ensure staff are kept up to date with the changes to guidelines and procedures, as they occur.

Written Complaints Summary

There were no written complaints received during the reporting period.

Compliments/ Colour It Story

The home and staff continue to receive numerous verbal/written compliments and gestures of thanks in appreciation of the excellent care and service provided throughout this pandemic. We developed a colourful “Colour It Compliments” display board where daily compliments and efforts of staff are showcased for everyone to see. The compliments are inspiring and brighten spirits during these unprecedented times.

Resident/Family Council Updates

Resident Council was held on March 5th where the Resident Satisfaction Survey Summary was shared. Residents did not voice any issues or concerns with the information presented. Until further notice, meetings have been cancelled. However, we continue to have ongoing consultation with the President and Vice President.

Family Council was scheduled to take place on April 21st but was cancelled given our current situation. The majority of our membership accessed the virtual family updates hosted by Jennifer Cornell, Director of Long Term Care and received updates via MailChimp. Family members are grateful for the ongoing communication and efforts being made to keep their loved ones safe.