



Lee Manor



Grey County Operations Report to Committee of Management Open Session

Submission Date: January 8, 2019

Information for the month of: October 15 – November 15, 2018

Financials

Financial analysis will be transitioned to Sienna Senior Living in 2019.

Scorecard: Quality

Data Source (unadjusted):

- Canadian Institute for Health Information (CIHI) Quarter 2 (July-Sept 2018)
- Quality Improvement Plan (QIP)- Home Specific April 1, 2018 to March 31, 2019

Indicator (%)	QIP Performance April 1, 2018	CIHI Q2 Performance	Home Target March 31, 2019
Reduce stage 2 to 4 pressure ulcers	4.79	1.6	4
Reduce antipsychotic medications	20.53	22.1	20
Reduce the number of falls	15.23	17.7	14.5
Reduce the number of restraints	3.67	4	3.5
Health Equity Leadership training	0	11	100
Complaints acknowledged to the individual who made the complaint	100	100	100
Improve resident satisfaction	N/A	N/A	90
Reduce transfers to Emergency department	16.37	13.6 (data from Ministry)	16

We will continue with the action plan that was developed in March 2018 to address performance and meet targets.

Ministry of Health and Long-Term Care (MOHLTC) Compliance Orders /Inspection Findings Summary

No visits during this reporting period.

Scorecard: People

Sienna Partner Visits

- November 1, 14- Clinical Partner visit, provided education to Nursing staff on the skin and wound and pain programs

Projects, Location Events and Other

- Residents are sharing their pleasure with recent changes to the home décor in dining room areas. Thanks to the help of our Resident Design Committee and Volunteers, dining rooms have a fresh new updated look, complete with new artwork that reflects their decorative taste and interests. This “Colour It Home” initiative has helped brighten the space and make it feel more like home.
- On October 16th, Lee Manor residents had the opportunity to cast their vote in the Municipal Election. Our on-site resident polling station was very busy with a steady stream of residents eagerly waiting to exercise their right to vote. The response was so high, the polling station hours were extended to accommodate the demand. Many residents enjoyed candidate “meet and greet” opportunities hosted at Lee Manor leading up to election day. Residents took advantage of the occasion to ask relevant questions to help with their candidate selection.
- Halloween is always a fun occasion in the home. Lee Manor was host to a class full of trick-or-treaters from Alexandra Community School who visited one on one with our residents. Residents loved the enthusiasm of the young students and their cute costumes offered the perfect ice breaker to start up conversation. Residents also enjoyed the opportunity to dress up themselves and participate in a Halloween Party featuring live music and themed treats. The festivities didn’t end there; residents enjoyed a Halloween themed Bingo, pumpkin decorating and fun baking activities throughout the month.

Long Term Care Update

Occupancy

- Year to date as of Oct 31- 98.92% occupancy
- During the reporting period- 8 move ins, 6 discharges

Regulatory visits i.e. Ministry of Labour, Public Health

- No regulatory site visits

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint about co-resident wandering	Meeting held, alternatives/options reviewed Resolved
Verbal	Family complaint regarding care and communication with staff	Follow-up with staff and family Resolved
Verbal	Family complaint regarding medical cannabis delivery	Reviewed policy with family and resident Resolved

Compliments Summary

- 4 Written and 8 Verbal- Appreciation to the team for the excellent care and service
- Verbal- Several compliments from Residents and Visitors regarding the seasonal decorations
- 2 Verbal- Resident compliments on the food

Occupational Health and Safety Issues

No issues or concerns during this reporting period.

Resident and Family Satisfaction Survey

Resident and Family Surveys completed, waiting for results.

Resident/Family Council Updates

Resident Council meeting held on November 8th. Residents shared their input regarding holiday program planning which will be implemented in December. Residents are looking forward to Holiday festivities.

Family Council meeting held October 16. This continues to be a well-attended engaged group in our care community. No issues or concerns voiced. The final Family Council meeting of 2018 is scheduled for November 27.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Three fire drills held during the month. Staff responded as required and education was provided to clarify the procedure.