

Grey Gables



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	Grey Gables			
		Q4 Jan.-Mar/19	Q1 Apr-Jun/19	Q2 July-Sept/19	Q3 Oct-Dec/19
Improved or remained independent in mid-loss ADL	29.0%	33.1%	31.0%	29.0%	28.3%
Worsened ADL	34.4%	39.2%	34.8%	30.4%	31.7%
Worsened behavioural symptoms	12.5%	13.7%	14.0%	13.4%	14.1%
Worsened mood from symptoms of depression	22.4%	25.4%	25.0%	26.6%	28.1%
Taken antipsychotics without a diagnosis of psychosis	18.6%	18.9%	14.4%	8.4%	6.8%
Has fallen	16.4%	15.8%	16.8%	15.9%	15.4%
Worsened stage 2 to 4 pressure ulcer	2.5%	2.6%	2.2%	1.2%	1.6%
New stage 2 to 4 pressure ulcer	2.0%	2.1%	1.8%	1.1%	1.1%
Daily physical restraints	3.6%	0.0%	0.0%	0%	0%
Worsened bladder continence	17.5%	27.3%	22.1%	19.8%	14.2%
Has pain	5.7%	2.5%	1.2%	1.2%	2.0%
Worsened pain	9.6%	14.5%	13.3%	8.4%	7.2%

The Q3 data was recently released by the Canadian Institute for Health Information (CIHI). Grey Gables continues to make improvements in a number of areas, specifically in the areas of worsened ADLs, falls and worsened pain. These numbers are a reflection of the continued and focused improvement initiatives and consistency of data.

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

Ministry of Long-Term Care Inspector was on site at Grey Gables for 2 days from February 11th – 12, 2020. The purpose of the visit was to conduct a follow up to a previous order on June 14, 2019. The report was received on February 18, 2020. There was one area of non-compliance from this follow up.

- Written Notification, Voluntary Compliance Plan and Director Referral - The Licensee failed to ensure that a Registered Nurse who is both an employee of the licensee and a member of the regular nursing staff is on duty and present at all times.
 - **Corrective Actions**
 - i. Recruitment of Registered Nurses
 - ii. Participate in Job Fairs
 - iii. Review of Registered Nurses hours of work
 - iv. Review and update staffing contingency plan to include back up plan
 - v. Contract with a nursing agency to provide RN Coverage when regular staff are not available

[Follow-Up Inspection with Order\(s\) of the Inspector Feb 18, 2020 - PDF](#)

Outbreaks

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

Actions taken 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.

People

Grey Gables attended two job fairs in the area in the month of February. One was held in Owen Sound and the other in Hanover. Although not a lot of PSW's were in attendance, the County homes were well represented, and we were able to touch base with quite a few potential employees.

We are pleased to announce that Crystal McKay accepted the PSW Coordinator position. Crystal was working as the RAI/MDS coordinator for the past 2 years so has lots of experience in supporting the PSW's. The RAI/MDS position has been posted and interviews to start in May.

Crystal McKay & Kim Mustard have trained over 60 deployed staff to help work in all the Grey County Homes. Grey Gables is very thankful to have an amazing core group of deployed staff that are coming into the home regularly to help us in a variety of ways. Screening at the doors, helping around the home and working with the program department are just a few of the duties they have performed.

We continue to hire front line staff in all departments.

We are so thankful to live in a such a wonderfully supportive community. Over the past few weeks we have received numerous acts of kindness from the Markdale community. We have received pictures, stories and drawings from the community to share with the Residents. We have received food, letters of support and well wishes that help to keep everyone's spirits high.

Bruce Power, Chapman's and the Markdale Hospital have all made major donations to our home during the pandemic

Projects, Location Events and Other

In late February, before the world shut down, Grey Gables held their Annual Pancake Luncheon to celebrate Shrove Tuesday. The management team cooked up some yummy pancakes and fresh maple syrup was available for everyone to enjoy.

In March, with support from the IT department, we started the Colour It Connect program. This program allows Resident and families to connect using technology such as cell phones, facetime, skype and email. Throughout the first month of this program we have connected with each and everyone of our Residents and their family's numerous times. The response has been wonderful, and it will be something that we will continue long after the doors of LTC open to the public.

Although we were forced to spend Easter apart this year, Grey Gables was able to close that gap just a little bit with a special picture and message from each of our Residents. Each family received an individual picture and message from their loved one. The response from the families was wonderful.

Spiritual visits over FaceTime have been a great addition to our pandemic programming. Our chaplain can touch base and offer spiritual care 2-3x/week through this process. Our facility social worker is also taking advantage of this and is offering counselling and support to those who need it.

Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.8	99.97
Move-Ins	4	9
Discharges	2	6

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

During the reporting period there were no visits from stakeholders during the reporting period. Weekly the Executive Director is meeting with Public Health and MOH in regard to COVID 19 updates.

MOHLTC have awarded us 2 temporary beds, which brings our occupancy up to 68.

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

Code Red was practiced on all three shifts in February, March and April

Code Blue was practiced in April

Capital project Hot water heater replacement was completed in March

Signage and screening tools are in place as related to the Coronavirus. Supplies have been ordered for preparedness (PPE, overbed tables, trays, plate covers, reusable gowns, sanitizer, Tyvac suits etc)

On March 13th, 2020 the world went into full Pandemic / Social Distancing mode. The activation department switched to smaller group programs (then eventually cancelled programs). The tables in the dining rooms were spread out and added more tables so only 2 Residents allowed per table. The Resident wings have been closed and will rotate each day which one will open so the Residents do not intermingle. The Residents who like to sit around the nursing stations are spread out and all mail & deliveries are held for 2 days.

No visitors are allowed into the building unless a Resident is palliative (even then we only allowed one visitor who has been screened and wearing full PPE). In the Staff room we removed a table to allow for social distancing. Hours have been added to the PSWs/Housekeepers/FSWs/RPN to allow for full coverage on each wing (so employees were not going from wing to wing during their shift), all staff are wearing masks during their shifts and changing into uniforms at work and then changing before heading home.

Isolation rooms have been made by converting 1 lounge on each wing with a bed, commode and over bed table. Emergency medication stock has been reviewed for End of Life support.

The leadership team have been divided into 2 teams, with everyone's back up being on the opposite team. Leadership teams are working 10.5 hour days and every other weekend to provide support to the employees.

Written Complaints Summary

There were no written complaints received during the reporting period.

Compliments/ Colour It Story

The home and staff continue to receive several compliments and gestures of thanks from residents and their family members throughout the reporting period.

The staff work hard to Colour It for residents daily:

- As much as 50 CM of snow fell in Grey and Bruce on February 27th & 28th leaving the home with staffing shortages and challenges. The staff never missed a beat, moving mealtime to the centre core area and working together to make the best out of a bad situation. The home welcomed a family of 4 who where stranded with all the roads closed, the family was very appreciative and even helped with shoveling snow, setting tables and a game of bingo. The Residents were well care for, and everyone was safe and sound during the Blizzard of 2020.
- After one of our Residents finished her 14 days of isolation, the staff on her wing helped her celebrate her "release" with a congratulatory cake for everyone to enjoy.

Resident/Family Council Updates

Family Council met on February 18th. We welcomed John Broad to the meeting who shared with us all the projects he had on the go for 2020. He also took the council members on a tour of the newly finished tub room on Maple Lane. The council members also prepared "thank-you" bags for all the staff and delivered them to everyone on site that day. The rest were distributed by the program staff on the days that followed.

The Family Council Meetings scheduled for March 17th & April 21st were both cancelled due to the home being closed.

The Residents' Council meeting on February 28th was cancelled due to the snowstorm. The Residents' Council meeting scheduled for March 24th was cancelled due to the home cancelling all group programs.