

Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: August 13, 2019

Information for the Months of: June and July 2019

Scorecard: Quality

Publicly reported indicators – Q4 2018 (January – March 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	HQO Best Practice	Ontario Average	Rockwood Terrace			
			Q2 Jul-Sept/18	Q3 Oct-Dec/18	Q4 Jan-Mar 19	Change
Improved or remained independent in mid-loss ADL	30.4%	29.1%	42.6%	39.40%	38.90%	
Worsened ADL	25%	32.8%	31.2%	34%	31.3%	↓
Worsened behavioural symptoms	8%	12.7%	13.9%	14.4%	11.5%	↓
Worsened mood from symptoms of depression	13%	22.8%	33.9%	30.7%	23.6%	↓
Taken antipsychotics without a diagnosis of psychosis	25.3%	19%	10.4%	9.3%	7.3%	
Has fallen	9%	16.6%	13.7%	14.4%	14.2%	
Worsened stage 2 to 4 pressure ulcer	1%	2.6%	3.8%	3.5%	5%	↑
New stage 2 to 4 pressure ulcer	1%	2.1%	3.5%	3.1%	4.6%	↑
Daily physical restraints	3%	3.9%	2.5%	1.8%	1.9%	
Worsened bladder continence	12%	17.9%	15.1%	16.1%	18.8%	↑
Has pain	7%	5.2%	4.5%	2.5%	0.40%	
Worsened pain	6%	9.7%	17.8%	13.4%	7.20%	↓

The 4th quarter data has from the Canadian Institute for Health Information (CIHI) has recently been released. In the 3rd quarter Rockwood Terrace was above the provincial benchmark in six areas and the 4th quarter data reflects four areas that exceed the provincial average. It is important to recognize that all four of the indicators are less than 2.5% higher than the benchmark and 4 of the 6 areas that exceeded the provincial benchmark in the previous quarter are lower in the most current reporting period.

We continue to work on the quality improvement program for wound care/pressure ulcers.

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

No visits in this reporting period.

Scorecard: People

Chris Catcher –Volunteer Award

It was our pleasure on Thursday July 18th to present Chris Catcher with the Circle of Excellence Award honouring his significant volunteer contributions here at Rockwood Terrace. This award is from the Ontario Long Term Care Association and a Care Community can nominate one volunteer a year for this award. We decided to nominate Chris in honour of his 25-year commitment to our Care Community and our residents.

Chris Catcher started volunteering in August 1994. He has been a dedicated weekly volunteer since then. He has been a friend to many, support to the program team and has also delivered many meaningful programs to our residents over this time.

Some of the things Chris has been involved with over the years include: running a weekly men's club, video club, a program called catchy tunes with Chris, helping to organize our Annual Car Show, visiting one on one, gardening and watering flowers, helping with the tuck shop, running the bake counter at our annual bazaars, holding very interesting discussion groups with our residents, and hosting annual picnics for the residents at his home with his wife Clazien.

Chris is a strong resident advocate and one of the kindest men you will ever meet.

He has been instrumental in getting other individuals and groups to volunteer at our home, and always has time to listen and give suggestions on how we can continue to Colour it for our Residents.

Thank-you Chris for a wonderful 25 years!

Nutrition Manager Changes

Alyson Colton accepted a Registered Dietitian position with the Mount Forest Family Health Team. Her last day with us was June 6.

Aly has worked with the County of Grey at Rockwood Terrace for just over two years-ten months in this current position and the remainder of her time at a Dietary Aide. Aly has made a large impact related to pleasurable dining and many processes within the Dietary Department. She also took on the position of CARF Accreditation Lead and Chair of the new Wellness Committee. She stepped into these roles with great confidence and accountability and is a pleasure to work with.

We wish her the very best as she pursues this next chapter in her career!

It is my pleasure to announce that Sheri Brandt has joined the Rockwood Team in the position of Nutrition Manager effective July 22, 2019.

Sheri received her Diet Technician Diploma from Conestoga College. She has more than six years of experience in the Nutrition Manager role both at The Village of Winston Park in Kitchener and more recently at Elgin Abbey in Chesley.

Sheri is currently living in Walkerton.

Sheri believes in providing the best care possible, so will fit with our Colour It philosophy perfectly! She is looking forward to building relationships, utilizing people's strengths and helping them grow!

Congratulations Sheri!

Building Services Manager Changes

After thirteen years working at Rockwood Terrace, Dave Shipley, Building Services Manager, has announced his retirement. His last day of work was July 31, 2019.

Altogether Dave has spent sixteen years working in the Long-Term Care setting. He has chaired the Health and Safety Committee for the past number of years and we appreciate his knowledge related to fire prevention and emergency preparedness. Dave has also been involved with many projects at Rockwood over the years including flooring and roof replacement as well as elevator modernization. We will miss his whistling in the hallways!

Dave is looking forward to spending time on his deck and in his gardens and taking kayak lessons.

We wish him the very best in his retirement!

We are currently recruiting for this position.

Office Personnel Changes

Stacey Young accepted the Office Clerk position and joined the Rockwood Terrace team on July 2. Stacey has her Business Management Diploma from Georgian. She has spent the last 2 years working as Office Clerk at Lee Manor. Hence, with her knowledge, experience in LTC and in the office role she will be a welcome addition to our Rockwood Team.

Stacey was born and raised in Durham. She lived in Calgary for 7 years and loved it but decided to move back home to be closer to her family. Her interests include biking, baseball and all sports. She is excited to be working in her hometown and at Rockwood.

Welcome Stacey!

Brenda Dent has accepted an Administrator position with Elgin Abbey Nursing Home in Chesley. Her last day with us was August 2.

Brenda has worked with the County of Grey at Rockwood Terrace for just over four years as the Office Coordinator. During that time, she has improved many office systems and her organizational skills are second to none! Brenda has been instrumental in organizing and revising the team orientation and on-boarding process and possesses a great flair for creating posters and notices. We will miss her positive personality and friendly smile!

We wish Brenda the very best as she pursues this next chapter in her career!

We are currently recruiting for this position.

Projects, Location Events and Other

A very big thank you to the 4A Car Club and its organizer John Lockner who helped to host a very successful car show on Wednesday June 12th. The residents enjoyed a wonderful afternoon with over 18 cars on display! Thanks as well to Ray Clark and Larry Lesperance who also participated in this event.

On July 8th we were pleased to have Four Paws Flying Entertainment attend the home. Residents enjoyed a very entertaining dog show, followed by a meet and greet with all the dogs that were in the show. The residents not only enjoyed the tricks and jumps they also enjoyed hearing that most of the dogs in the show had been rescued by their owner Janelle and are now not only doing local dog shows but also taking part in international competitions. Two of the dogs were heading to Italy this summer to compete in frisbee competitions!

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.2%	99%
Move-Ins	7	25
Discharges	6	25

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

An inspector from the Grey Bruce Health Unit attend the Care Community on July 15 to inspect the main kitchen. There were no violations noted as a result of this inspection.

Occupational Health and Safety Issues

Nothing to report

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Fire drills were held for June and July.

Code Green was reviewed at all departmental meetings during the month of June.

On June 25, representatives from West Grey Fire Service attended Rockwood Terrace to complete their annual inspection and the fire drill scenario. There were no violations at the time of inspection of the Care Community, and minimal staff completed the evacuation of a wing in 8.51 minutes which easily met the requirement for this drill. The Care Community's fire plan was updated and approved at this time as well.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family concerned related to residents being left downstairs after meals.	Investigation completed, resolved
Verbal	Family upset related to resident calling out.	Investigation completed, resolved
Verbal	Family upset with delay in medical care and lack of customer service provided by staff.	Physician assessed and addressed. Concerns addressed with staff.

Compliments Summary

We continue to receive positive comments and appreciation from families.

Resident and Family Satisfaction Survey

Action plans being implemented.

Resident/Family Council Updates

Resident Council meetings were held on June 21 and July 19, 2019. A representative from the Durham Art Gallery presented information related to a community interest project involving the rail system that previously ran through Durham. Residents interested in participating in this project will meet with representatives from the Art Gallery later. The new Resident Handbook was shared.

There was no Family Council meeting held during these months.