

Grey Gables, Lee Manor, and Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: January 20, 2023

Information for the Months: October 15-December 14, 2022

Endorsed by Council:

Quality

Colour It Your Way -is it “Leading Based Practice”, is it “Equitable & Reliable”, does it “Colour It”?

Publicly reported indicators

Q2 2022 (July-September 2022)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables Q2 Jul-Sept/22	Lee Manor Q2 Jul-Sept/22	Rockwood Terrace Q2 Jul-Sept/22
Improved or remained independent in mid-loss ADL	28.5%	31.4%	40.5%	36.2%
Worsened ADL	32.3%	33.6%	31.8%	25.7%
Worsened mood from symptoms of depression	21.1%	32.6%	28.5%	20.1%
Taken antipsychotics without a diagnosis of psychosis	21.5%	19.4%	18.1%	0.6%
Has fallen	16.3%	13.7%	15.9%	19.8%
Worsened stage 2 to 4 pressure ulcer	2.4%	2.1%	2.3%	0.3%
Daily physical restraints	2.4%	0%	1.3%	1.8%
Has pain	5.0%	0.8%	3.8%	0%
Worsened pain	8.7%	4.9%	5.7%	5.0%

The Canadian Institute for Health Information (CIHI) data for Q2 July-September 2022 was released in mid December. The care communities continue to sustain and make improvements in several areas. The second quarter data shows improvement in the following indicators:

- improved or remained independent in mid-loss ADL
- worsened activities of daily living
- has fallen
- worsened stage 2 to 4 pressure ulcers

These improvements are reflective of ongoing focused initiatives to improve the quality of care for the residents. The care communities are currently completing the Annual Program Reviews and setting goals for 2023.

As part of the County's comprehensive risk management program, the Accreditation and Quality Specialist and the Clinical Specialist continue to schedule operational reviews with each care community.

The Annual Resident and Family Experience Survey results for 2022 were received in December 2022. The survey results showed that on average 91.5% of residents and families were satisfied with the Quality of Care and 89.5% would recommend the care communities to others.

Grey County Resident Experience Survey 2022 results for all three care communities:

The top words used by residents to describe the care communities are:

- Good, caring, excellent, friendly, and great

The top three areas of satisfaction are:

- Environment
- Quality of life
- Care Quality

The top three areas for improvement are:

- Dining experience
- Custom
- Care responsiveness

The teams at the care communities are currently reviewing the results and the information will be used in the development of the 2023/24 quality improvement plans.

The overall Grey County Resident and Family Experience Survey results:

[Grey County Resident Experience Survey Results December 2022](#)

[Grey County Family Experience Survey Results December 2022](#)

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

Grey Gables

Ministry of Long-Term Care inspectors visited the home on November 14th-17th to complete a critical incident system inspection and Infection Prevention and Control inspection. Inspection results noted 2 written notifications regarding the IPAC Lead's qualification and hours of work.

[MLTC Inspection Report - November 21, 2022 - Critical Incident System](#)

Lee Manor

Ministry of Long-Term Care inspectors visited the home on October 17th-21st to complete a complaints and critical Incident System inspection. The inspection resulted in a written notification for failing to ensure that staff followed the plan of care, specifically related to the administration of medications to a

resident. While on site, inspectors also conducted an Infection Prevention and Control inspection to which there were no findings.

[MLTC Inspection Report -October 28, 2022 - Complaints and Critical Incident System](#)

Rockwood Terrace

Ministry of Long-Term Care inspectors have not visited the care community during this reporting period.

Outbreaks

Grey Gables

A COVID-19 outbreak was declared at Grey Gables from October 28th – November 24. There were 16 residents on Valley View and 15 residents on Pine Ridge that were affected, with 2 Residents passing away with covid.

Lee Manor

An Influenza A outbreak was declared by Public Health in home area 2 South on November 26th. The outbreak was well managed and contained to one resident. The outbreak was declared over on December 4th.

Rockwood Terrace

Rockwood Terrace did not experience disease outbreak during the reporting period.

People

October 15- December 14, 2022	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	5	30	19
Number of Staff Onboarded	3	12	10
Number of Retirements/ Resignations	0	6	7
Number of Student Placements	2	14	17

Projects, Location Events and Other

Grey Gables

In mid-October the residents celebrated this year's apple harvest with homemade apple pie. These delicious pies were 100% homemade and 100% delicious.

The fall colours were beautiful this year, fifteen residents enjoyed an autumn colour tour this year on a beautiful sunny day.

Halloween was a little different this year due to the outbreak on two of our three wings. Staff kept everyone's spirits up with great costumes, a Halloween music and of course lots of treats.

On November 24th the outbreak was declared over, and we celebrated by bringing some music back into the home. David Latham wowed the crowd on the piano with old favourites. We ended off November with a Movember party with lots of mustache fun.

Our home was transformed into a Christmas wonderland. We had many Christmas programs and special events scheduled throughout the month of December. Holiday concerts, a Christmas Photo Booth and our own version of the Twelve Days of Christmas are just a few of the many programs planned this holiday season. Our Christmas Market was a huge success on December 9th with residents truly enjoying their holiday shopping experience.

Lee Manor

On October 17th, interested residents were supported to vote in the Municipal Election. A polling station was created in the home's Ice Cream Parlour, where residents could exercise their right to vote. The day was well attended, and residents appreciated the accessibility of voting within their own home.

The home celebrated Halloween in many ways throughout the month of October. Residents enjoyed seasonal arts and crafts, baking programs, trivia, trick-or-treating, an evening movie and more. Staff, students, volunteers, visitors, and residents were encouraged to dress up on Halloween day. There were many creative costumes including a farmer and her herd of cows, an inflatable flamingo, and the Addam's Family!

We've moved our weekly picnics inside, and residents have enjoyed pizza, Chinese food, fish and chips and most recently, a McDonald's breakfast!

The home was transformed for the holiday season the week of November 14th – 18th, leading up to the Holiday Magic events in Owen Sound. A beautifully decorated Christmas tree was placed in each dining room. Festive wreathes adorned with lights and ornaments were hung throughout the home areas. The Familee Garden was decorated with lights and inflatable décor to remind us of the fun the holiday season has to offer. We also created a quaint, cozy fireside seating area in the Ice Cream Parlour for residents and families to enjoy during their visit.

On November 29th and December 8th, residents enjoyed bus tours to view the Festival of Northern Lights in Owen Sound. The home partnered with Home and Community Support Services and held four charters to view the lights along the River District and Harrison Park. Residents enjoyed the vibrant lights, whimsical displays, and nostalgia that the festival brings to the community. Another highlight was

an early visit from Santa who posed with residents for a holiday photo. Santa's magic was felt by all as evidenced by the smiles and bright eyes on the faces of the residents.

Rockwood Terrace

The Recreation Team hosted a Halloween Party on Wednesday October 26th, some residents even dressed up to show their Halloween Spirit. Some of the highlights were the Halloween themed photo booth, some games and card reading by our very own Fortune Teller. The daycare also stopped by and provided walked over from their new location to do a parade outside. The residents were happy to see the children and their costumes. Residents handed out candy at night to the 50 + trick or treaters that came to Rockwood for goodies. It is the first time in a few years that we have been able to hand out candy and residents really enjoyed being able to do this again.

The recreation department was very happy to welcome a high school co-op student from Grey Highlands Secondary School who is enjoying his experience at Rockwood.

We celebrated our volunteers with a Volunteer Luncheon on Thursday October 27 at Stevens Restaurant in Markdale. We are so thankful to have our volunteers back in our home and enjoyed treating them in appreciation of all they do for our residents.

We had a visit from Legion Member Jack Stere on Thursday November 10th to honour our Veterans at Rockwood Terrace. Our residents enjoyed his visit, and we thank Mr. Stere for spending time with each one of them. Pastor Dianne led a special Remembrance Day Service on November 11th which was very well attended.

Our last tree was trimmed at a Christmas Social held on November 28th with homemade decorations that residents made at art classes. On November 29th we held a lighting ceremony with a carol sing held in all dining areas followed by our Annual Formal Dinner. The lights in the outside courtyard and Pinegrove Garden were lit up for the first time just prior to the meal. Team members joined the Christmas spirit by decorating their work areas for a contest. Resident Christmas photos were taken, which were shared with family members along with a homemade Christmas card each resident helped to make.

On Sunday December 4th, our Chaplain Pastor Dianne led the Annual Memorial Service honouring thirty-three residents who passed away this year.

We held our annual Christmas Market on Tuesday December 13th. We had a few vendors that attended which allowed residents to do a little shopping in anticipation of Christmas. The dietary team made some tasty goodies for us to sell at the baking table.

Our Grandpal Program is going strong with the grade 1-2 class next door at Spruce Ridge School. In addition to the pen pal letters, the children made their grandpals a large advent calendar that was placed in the library. Residents also gifted the grandpals with an advent calendar that included small books. The class loves the daily book reveal which will be added to their classroom library. Hopefully 2023 will allow the grandpals to meet in person as this has always been the biggest highlight of the program. The grandpals also came over for a window visit and sang a few Christmas Carols for our residents.

Occupancy

2022 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Nov-Dec 2022	Year to Date	Nov-Dec 2022	Year to Date	Nov-Dec 2022	Year to Date
Occupancy	90%	91.7%	97.72%	96.2%	97.66%	96.44%
Move-Ins	6	32	13	54	11	39
Discharges	6	32	11	52	8	36

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

Grey Gables

Public Health attended the home on October 27th to conduct an IPAC inspection of Pine Ridge and Valley View, recommendations were made and implemented.

Grey Highlands Fire Services conducted their annual inspection of the home and emergency plans, report has not been received yet. Verbal deficiencies that were identified are being corrected. Troy Life & Fire Safety Ltd was onsite to conduct inspections on fire alarms, emergency lighting, extinguishers, fire suppression system and sprinkler equipment all deficiencies have been completed.

Lee Manor

Public Health attended the home on October 25th to conduct a kitchen inspection. The report noted one deficiency related to dust on the hood vent. This has been corrected.

Owen Sound Fire and Emergency Services conducted a building fire inspection on November 3rd. The report identified three areas of deficiency which were immediately corrected. While on-site, a fire drill was conducted with the night staff with no resulting concerns or issues.

Rockwood Terrace

West Grey Fire Services conducted the annual evacuation drill and building inspection November 9, 2022. The timed evacuation of one wing with lowest staffing levels was completed well within the allowable time frame. The inspection report identified two areas of deficiency which are in the process of being corrected.

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

Grey Gables

Monthly fire drills were held as per legislation. Emergency code reviews were completed for Codes Green, Black, White, Yellow, Orange, Silver, Grey, Brown, Building Lockdown and Boil Water Advisory.

Annual inspection of all gas appliances and TSSA inspection on elevator was completed during this reporting period.

Dry Sprinkler System replacement has started over Maple Lane and Center Core, should be completed by end of January 2023.

Lee Manor

Monthly fire drills were held as per legislation. Emergency codes green and black were also practiced and reviewed this period.

Delta elevators were contacted to respond to a functional issue with one of the elevator cabins. The elevator was out of service for a day while it was serviced. Day to day functions were maintained with the use of the second elevator.

With the winter weather upon us, the maintenance department initiated their winter schedule routine whereby their shift commences earlier at 5:30 a.m. This facilitates snow removal and salting prior to staff arrival on the day shift thereby supporting staff safety in reducing slips and falls.

Rockwood Terrace

The first-floor sprinkler system installation is now complete.

Code reviews were completed for Codes Green, Black, White, Yellow, Blue, Orange, Silver, Grey, Brown, Building Lockdown and Boil Water Advisory.

Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	0	1	0

Written Complaints Summary

Grey Gables

No complaints received during this reporting period.

Lee Manor

One written complaint was received during the reporting period which was addressed by the leadership team.

Rockwood Terrace

No written complaints were received during the reporting period.

Compliments/ Colour It Story

Grey Gables

We continue to receive many positive comments from residents and families, recently the home received communication from a family who's loved one passed away sharing; "I cannot thank you and your team enough, for making mom's stay at Grey Gables so wonderful. As hard as it was for me to put mom in your home, it made it so much easier to know she was so well taken care of", "I can't say enough about how wonderful the staff is, they are always offering their help and support at every turn", "Grey Gables is the best place for anyone to have their loved one".

Lee Manor

Each month the home invites residents to share their recommendations for recreation events and programming. This November, one resident requested a snowman craft, using wooden rounds. One of the RPN staff and her husband saw this as an opportunity to Colour It for the Lee Manor community. Using wood from their property, she and her husband cut and constructed snowmen for the residents to paint and decorate. The program was well attended and thoroughly enjoyed by all.

Many Colour It moments are captured in conversations with families and visitors of the home. Recently, a spouse of a resident was sharing her sadness that her husband could no longer remember her. It brought her great comfort to see him visibly brighten when care staff entered his room during their visits. Every time staff entered the room, he looked happy and interested in why they were there. She expressed her gratitude that her husband was so comfortable with staff. She said it was the one thing that let her go home at night and not worry about his well-being. She and her family think that Lee Manor staff are 'the best' – caring and kind and professional. This experience demonstrates the presence and power of Colour It within the home each day, and in life's littlest moments.

Rockwood Terrace

We have several spouses of residents that visit daily and as such quickly become part of the "Rockwood Family." One day during the reporting period, highway 4 between Durham and Hanover was closed due to an accident and one of the spouses was unsure as to how she was going to get home with the highway closed.

Our Associate Director of Care became aware of the stressful situation for the spouse and quickly provided a solution to the predicament. She jumped in her vehicle and had the spouse follow her along an alternate route until they could re-join highway four. An amazing example of Colour It Relationships!

Resident/Family Council Updates

Grey Gables

Family council met on October 25th with Liane Pelissier as our special guest. Lianne is the client services manager from Family Council's Ontario. She provided a wonderful overview of what Family Councils are and how important they are within the home. We did not meet in November due to the outbreak.

Residents' Council continues to meet monthly. We met on October 23rd with no concerns brought forward by the Residents. Council members were able to watch the new DCP video that was, in part, filmed at Grey Gables. It was enjoyed by all in attendance.

We did not meet in November due to the outbreak.

Lee Manor

Family Council continues to meet monthly using a hybrid model of in person and virtual attendance. The Council met most recently on October 26th and November 21st. We continue to have a strong, dedicated Council who attend monthly. We have recently implemented a Family Council brochure to help attract new members. This brochure will be shared with new families upon move-in and handed out as needed to prospective members. Due to the busyness of the holiday season, the Council has opted to reconvene in January.

Resident Council also continues to meet monthly, in-person with physical distancing and voluntary resident masking. The Council continues to be well engaged in the meetings, voicing their interests, and sharing their feedback.

Rockwood Terrace

Resident Council met November 7th and December 16th. A review of the Emergency Management Planning was conducted by Resident and Family Services Manager, Teri Fischer. Residents were also made aware of upcoming Christmas events.

Family Council did not meet during the reporting period.