

# Grey Gables



## Grey County Operations Report to Committee of Management Open Session

Submission Date: March 10, 2020

Information for the Months of: December 15, 2019-February 14, 2020

Endorsed by Council:

# Quality

Publicly reported indicators/Survey Results

Q2 2019 (July - September 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables			
		Q3 Oct-Dec/18	Q4 Jan.-Mar/19	Q1 Apr-Jun/19	Q2 July-Sept/19
Improved or remained independent in mid-loss ADL	29.0%	34.6%	33.1%	31.0%	29.0%
Worsened ADL	32.4%	44%	39.2%	34.8%	30.4%
Worsened behavioural symptoms	12.5%	16.1%	13.7%	14.0%	13.4%
Worsened mood from symptoms of depression	22.4%	28.2%	25.4%	25.0%	26.6%
Taken antipsychotics without a diagnosis of psychosis	18.7%	23.1%	18.9%	14.4%	8.4%
Has fallen	16.4%	13.2%	15.8%	16.8%	15.9%
Worsened stage 2 to 4 pressure ulcer	2.5%	3.3%	2.6%	2.2%	1.2%
New stage 2 to 4 pressure ulcer	2.1%	2.8%	2.1%	1.8%	1.1%
Daily physical restraints	3.8%	1.5%	0.0%	0.0%	0%
Worsened bladder continence	17.5%	31.3%	27.3%	22.1%	19.8%
Has pain	5.7%	2.1%	2.5%	1.2%	1.2%
Worsened pain	9.6%	13.5%	14.5%	13.3%	8.4%

The Q2 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 11<sup>th</sup> – 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](#)

## People

- In December we had two University students' home for the Christmas break that helped to complete all of our Resident Satisfaction Surveys for 2019.
- We welcomed a new volunteer in January who is now coming 2x/month and reading to the Residents. Carol brings in a variety of heart-warming & funny stories for everyone to enjoy.
- Our pen-pal program with Beavercrest is going strong. The students and Residents are continuing their correspondence with one another and it is going very well.
- We welcomed Tiana Hacker in early February who is a co-op student from Grey-highland's Secondary School
- Students from the RPN program at Georgian have been on-site for most of January & early February.

## Projects, Location Events and Other

December was full of the holiday spirit with so many wonderful acts of kindness on display. On Christmas Eve, all sixty-six Residents received a beautiful Sherpa Blanket. Brooklyn's Bedding & Bath along with a generous soul named Meredith, received donations for thirty-three blankets then matched that to ensure everyone at Grey Gables had a warm cozy throw this holiday season.

We celebrated the Chinese New Year on Friday January 24th with some delicious Chinese take-out. All three wings gathered in the centre-core for a variety of their Chinese favorites.

A new volunteer to Grey Gables along with one of our Residents began operating the Ready to Go Café out of the home's Tuck Shop. This amazing duo is offering home-made soups, delicious treats, coffee, tea and more each week. A great response so far from Residents, families, volunteers and staff.

Cupids and Cocktails was the theme of this year's Valentine's celebration. Great music by David Kell, fancy red and white décor and lots of love and laughter were on the agenda for the afternoon.

Markdale flowers has made a wonderful donation to our home this year. This wonderful local business has offered to donate a beautiful corsage to each and every Resident on their birthday. The January and February recipients of this heartwarming gesture were over the moon with this special birthday gift.

## Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.7	99.7
Move-Ins	3	3
Discharges	3	3

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

During the reporting period there were no visits from stakeholders during the reporting period.

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

Code Red was practiced on all three shifts in December, January and February.

Annual fire inspection was held in January 2020, report is pending. Annual Vulnerable Sector evacuation was performed, we passed with no issues.

Code Yellow was practiced in February

Signage and a visitor self screening tools are in place as related to the Coronavirus. Supplies have been ordered for preparedness.

Tub room renovation/replacement in Maple Lane took place in February. This concludes the multi year project and all three spa rooms have been completed.

## 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 on a daily basis:

- One of our amazing dietary staff volunteered to be Santa this year and delivered a Christmas gift to every Resident on Christmas morning. Many other volunteers and staff came in on their own time to make Christmas special for our Residents
- A wonderful note was received after a placement at Grey Gables "I would like to express my gratitude to all the staff at Grey Gables for accommodating myself and the students while we have been here. Your staff are truly kind, caring individuals who are extremely passionate about

their work. They all work so well as a team and have been amazing at taking students under their wing. I feel honored to have been able to spend my time as instructor here. Grey Gables is inviting, warm, comfortable and truly a “home” for the residents here. You will all hold a warm place in my heart as well as the students!”

## Resident/Family Council Updates

The Family Council met on January 21<sup>st</sup>, 2020. Jennifer Cornell joined our January meeting giving the council an update on the many projects underway in LTC. She also shared her vision for 2020 as we continue to Colour It Your Way. We also welcomed Shannon Cox to the meeting, and she was introduced to the council for the first time.

During the February Family Council meeting on February 18<sup>th</sup> the members made staff appreciation gifts for all the staff. Following the meeting the council delivered them with their thanks for a job well done! John Broad also attended this meeting – providing an update on capital projects completed in 2019 and plans for 2020. A tour of the newly renovated spa room was also provided to the council members in February.

Resident Council met on December 27<sup>th</sup>, 2019 & January 28<sup>th</sup>, 2020. No issues or concerns were raised at the December meeting. One issue was raised in January around the opening of windows through the night. The resident expressed that her window should not be opened while she was sleeping without her permission. Staff were reminded to only open windows at Resident request and no further incidents were reported.