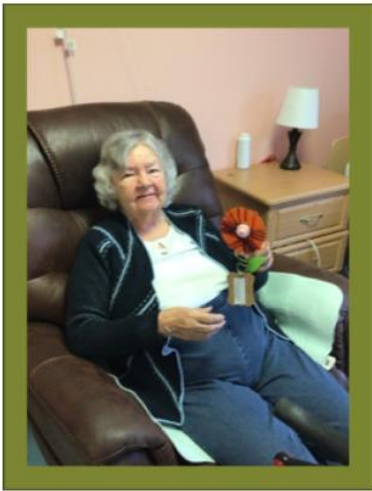


# Grey Gables, Lee Manor and Rockwood Terrace



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

Submission Date: June 29, 2021

Information for the Months: April 15 – June 14, 2021

Endorsed by Council:

Adopted as presented by Long-Term Care Committee of Management through Resolution CM21-21;  
Endorsed by County Council CC55-21

# Quality

## *Colour It Vision -is it “Leading Based Practice”, is it “Equitable & Reliable”, does it “Colour It”?*

Publicly reported indicators/Survey Results

Q3 2020 (October – December 2020)

|  |                                       |
|--|---------------------------------------|
|  | Indicates Better than Ontario Average |
|  | Indicates Worse than Ontario Average  |

| Indicator   | Ontario Average | Grey Gables   | Lee Manor     | Rockwood Terrace |
|---|-----------------|---------------|---------------|------------------|
|   |                 | Q3 Oct-Dec/20 | Q3 Oct-Dec/20 | Q3 Oct-Dec/20    |
| Improved or remained independent in mid-loss ADL      | 28.3%           | 19.2%         | 20.1%         | 48.2%            |
| Worsened ADL  | 32.8%           | 39.6%         | 39.1%         | 38.7%            |
| Worsened mood from symptoms of depression             | 21.9%           | 30.1%         | 20.2%         | 34.8%            |
| Taken antipsychotics without a diagnosis of psychosis | 19.1%           | 19.6%         | 15.5%         | 2.8%             |
| Has fallen  | 16.5%           | 15.4%         | 22.6%         | 16.7%            |
| Worsened stage 2 to 4 pressure ulcer                  | 2.5%            | 1.9%          | 2.8%          | 1.6%             |
| Daily physical restraints                             | 2.9%            | 1.0%          | 1.4%          | 2.8%             |
| Has pain  | 5.5%            | 3.3%          | 4.3%          | 0.6%             |
| Worsened pain   | 9.4%            | 13.3%         | 6.6%          | 5.7%             |

The Canadian Institute for Health Information has not released update data at the time of this report. Above you will find the same data shared at the last Committee of Management meeting.

As we are moving out of wave three of the COVID pandemic, the Clinical Specialist and Accreditation and Quality Specialist are having regularly scheduled department meeting to re-establish and strengthen programs. This approach will aim to ensure operating standards are maintained and reviewed with the lens of best practices. To support this, we are also implementing a quality improvement project for our primary documentation platform. The areas of focus are data collection, standardized diagnosis, and use of standardized assessment tools. In addition, we have established regular quarterly meetings with the Medical Advisors of each care community to review and enhance our practices.

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

## Grey Gables

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

## Lee Manor

A Ministry of Long Term Care Inspector was on site April 7, 8, 13 and 16, 2021. The purpose of the visit was to conduct a Complaint Inspection related to the prevention of abuse and neglect as well as a Critical Incident inspection related to a resident fall with injury. During the inspection, the inspector observed infection prevention and control measures, dining, resident to resident and staff to resident interactions, and general care of residents. A review of relevant documentation was completed along with staff and resident interviews. A final report was issued on May 31, 2021. A summary is outlined below, and a copy of the Public Reports are attached.

Complaint Inspection: During the complaint inspection, Non-Compliances were not issued.

Critical Incident: A written notification was issued related to failure to comply with falls prevention and management. A voluntary written plan of correction was requested for achieving compliance to ensure that when a resident has fallen, a post-fall assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for falls.

Corrective Actions: Re-education and Individual counselling required for registered staff related to falls prevention and management with a focus on post-fall assessment.

[MLTC Complaint Inspection Report May 31 2021](#)

[MLTC Critical Incident System Inspection Report May 31 2021](#)

## Rockwood Terrace

An Inspector from the Ministry of Long Term Care was at the Care Community to follow up on three Critical Incidents at the time of this report. The report will be provided at the next Committee of Management meeting.

## Surveillance Testing

### Grey Gables

Surveillance Testing continues at Grey Gables, all staff receive a rapid test up to 3 times per week. The care community is averaging around 380 tests per week. During this reporting period we had one employee who had a positive rapid antigen swab, Negative PCR test returned, and the employee was able to return to work. The positive test result did not impact the care community, Public Health was made aware and they provided direction.

## Lee Manor

Mandatory Rapid Antigen testing continues seven days a week with all staff and visitors receiving a test up to 3 times per week. Approximately 650 tests are conducted weekly. During the reporting period there were 4 consecutive positive rapid antigen test results. Ontario Health was notified of the situation. As per protocols, the individuals received an immediate PCR test and were required to self-isolate pending the PCR result. All results returned negative the following day.

## Rockwood Terrace

Surveillance Testing continues at Rockwood Terrace with all full-time staff and visitors receiving a rapid antigen test up to 3 times per week. The care community is averaging around 430 tests per week. During this reporting period there were no positive rapid tests.

## Outbreaks

### Grey Gables

There have been no outbreaks at Grey Gables during this reporting period.

### Lee Manor

On May 31st, Public Health declared a 3rd Floor North Gastrointestinal outbreak at Lee Manor. Three residents experienced symptoms and recovered within 48 hours. Control measures were initiated immediately to contain any further spread and Public Health declared the outbreak over on June 3<sup>rd</sup>. No identifying agent was found.

### Rockwood Terrace

There have been no outbreaks at Rockwood Terrace during this reporting period.

## People

### Grey Gables

Grey Gables has welcomed back 8 PSW and 7 RPN students into the care community. The students are coming 3 days per week and we have 2 RPN students completing the practical portion of the RPN Course while partnered with 2 PRN's from the care community.

The Human Resources department has been instrumental in supporting the recruitment of new team members. We currently have hired 4 PSWs, 1 CSA and 2 FSW's in this reporting period.

### Lee Manor

With the support of Human Resources, we welcomed several new staff including 9 PSW's, 8 Care Support Assistants, a Food Service Worker and 2 new members to the Environmental Department. We

also had several final praxis Practical Nursing students as well as PSW students join us from Georgian College. Three of the PSW students have since graduated and joined us as employees. Two Co-op students were also completing placement with the Nursing Department to gain exposure to the field. One student determined this will be her future path and has enrolled in the PSW program this fall.

After twenty-seven years of service, Unit Clerk, Kerry Cunningham will be retiring on June 30<sup>th</sup>. We thank Kerry for her dedication and wish her all the best in her retirement. Internal applicant Kristen Zemlanko was the successful candidate, recruitment for her position as Office Clerk is underway.

## Rockwood Terrace

Eleven Registered Practical Nursing students from Georgian College are currently completing clinical hours at Rockwood Terrace.

The Human Resource Department has been actively recruiting Personal Support Workers and Care Support Assistants to support resident care needs. The Essential Skills Support Care Worker certification program has been introduced to all current Care Support Assistants.

Given the very challenging year we have all had, we also spent some time reflecting on self-compassion and mindfulness.

Special thanks to the Grey County Bridge crew who installed two cement pads and a cement walkway to make the outdoor visiting locations level, easier to access and free of mud! It is very much appreciated.

## Projects, Location Events and Other

### Grey Gables

The Easter Bunny made a special appearance at Grey Gables this year and delivered treats, laughter and well wishes to all the Residents and staff throughout the Easter weekend.

Partnering with South Grey Museum & Historical Library, we are able to visit the museum virtually each month from the comfort of our own home. This month's artifacts up for discussion included a beautiful wax cross from Kimberly (1868), tin photographs and an old fashion cigarette case.

Celebrating Cinco de Mayo was how we started off the month of May. Frozen cocktails, Mexican music and sombreros were seen throughout the home.

Mother's Day 2021, we began the day with a bright and cheery mimosa's at breakfast. We finished off the day with a proper Ladies Tea. Teacups and specialty teas, fancy desserts & a fascinator or two made the day complete. Mother's Day 2021, although not traditional, was a day full of smiles and celebration.

Once the weather started to warm up, we quickly moved our attention outdoors. Sunshine, fresh air...and popsicles were in abundance throughout the month of May and will continue to be enjoyed the entire summer.

On Saturday May 29<sup>th</sup> we received a beautiful Sunshade for our Memorial Garden. The Thornbury-Clarksburg Rotary Club in a joint project with three Rotary clubs, (Owen Sound, Hanover & Markdale) installed a Toja-Grid sunshade for our Residents to enjoy during the sunny days ahead. This project was

also made possible by the generous folks at the Thornbury Havens Home Hardware who provided all the lumber at cost. This donation to our home was such a wonderful gesture and we are very thankful to the caring people who made this project a reality.

Early June has been busy with getting our outdoor spaces ready for summertime festivities, front porch musical performances and a wild west day celebration on June 8<sup>th</sup>.

## Lee Manor

In celebration of Easter, residents enjoyed a visit from "George" the bunny, bringing smiles to the residents. April was also a time where our Ice Cream Parlour morphed into a mobile Ice Cream Parlour cart. This has turned into a popular event for residents over the past couple months.

With May 10<sup>th</sup> to 14<sup>th</sup> celebrating "National Nurses Week", we chose to honour all staff with "Healthcare Hero Week". The staff enjoyed a great week filled with daily themes, a pizza lunch sponsored by OPSEU, daily treats, sweets, and ending with a staff and resident BBQ.

May kicked off our weekly Friday Outdoor Music Schedule for the enjoyment of our residents. Our musicians arrived well ahead of time to complete active screening, rapid antigen testing and setup at a distance from residents and staff. This has been a welcomed weekly event with great participation both from residents being able to watch from the courtyard as well as resident rooms. In May, our special ladies also enjoyed some extra attention in celebration of Mother's Day. The ladies were treated to a mobile "Tea and Treat Cart".

We were excited to hear that we were able to re-open our outdoor visiting station to general visitors. This has allowed many families the opportunity to visit in person with love ones that they may not have seen for some time. This has been a popular booking station the past couple weeks which has coincided with some nice outdoor weather. In response to the popularity of outdoor visits an additional visiting station was implemented in June.

We are excited to share that a collaboration between the Thornbury/Clarksburg and Owen Sound Rotary Clubs, along with Thornbury Home Hardware, has resulted in Lee Manor receiving a donated shade shelter. The structure is located on the west side of the building. We are grateful for our strong community partnerships and for the time and effort these volunteers spent making this happen. This is a wonderful addition to the property and will help "Colour It" for residents, visitors and staff who will have opportunities to enjoy and visit in this new space.

## Rockwood Terrace

Dr. Walley's last day at Rockwood was Wednesday April 28<sup>th</sup> and we marked this day with a farewell gathering to express our thanks for his dedication and commitment to Rockwood Terrace. A few gifts were shared with Dr. Walley and treats were served to all the attendees. We wish you all the best Dr. Walley in the next chapter of your life.

Mother's Day was a special time here at the home and the recreation team hosted a come and go tea for all the ladies. Goodies were served and plants were given to all the ladies as we celebrated them. The residents loved this interactive afternoon and had the opportunity to meet new mom Cara and baby John over zoom! Cara works in programs and residents have missed her singing and support; so many tears were shed as they met the new baby in a very unique way!

We have been doing a little gardening to freshen up our outdoors and getting outside as much as possible during these nice days. Our front flower beds have been planted with the help of residents and the tomato plants are in as well.

Outdoor visits commenced again on May 22<sup>nd</sup> and residents enjoyed being able to connect with family and friends that are not DCP's.

On May 29<sup>th</sup> Local Rotary Clubs were at Rockwood to build an outdoor shelter for our residents. Hanover & Thornbury-Clarksburg Rotary Clubs collaborated to provide this shelter to our home. We thank them for their kindness and generosity, this shelter will certainly be enjoyed by our residents and families.

On June 4<sup>th</sup> we held our first outdoor music program of the year in the Garden. To the delight of the crowd, Ron McManus entertained our residents with many old-time favorites. Residents are looking forward to weekly music with various entertainers throughout the summer months.

## Occupancy

| 2021 Occupancy Data | Grey Gables      |              | Lee Manor        |              | Rockwood Terrace |              |
|---------------------|------------------|--------------|------------------|--------------|------------------|--------------|
|                     | Reporting Period | Year to Date | Reporting Period | Year to Date | Reporting Period | Year to Date |
| Occupancy           | 99.14            | 99.6         | 95.74            | 96.73        | 99.4             | 97.5         |
| Move-Ins            | 1                | 2            | 7                | 18           | 4                | 21           |
| Discharges          | 4                | 6            | 7                | 15           | 4                | 19           |

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

### Grey Gables

There have been no stakeholder visits during the reporting period. We have ongoing communication and consultation with our partners at Public Health related to COVID 19 issues as they arise

### Lee Manor

There were no other stakeholder visits during the reporting period.

### Rockwood Terrace

There have been no stakeholder visits during the reporting period.

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

### Grey Gables

Fire drills continue to occur on each shift every month.

Signage and screening tools are updated and in place related to COVID 19. Two Isolation rooms are still being utilized to isolate Residents that are either new admission or used until test results come back.

### Lee Manor

Monthly fire drills on all shifts continue to be performed to ensure safety preparedness.

### Rockwood Terrace

Monthly fire drills on all shifts continue to be performed to ensure safety preparedness. Recently we had two surprise fire drills which resulted in the replacement of a heat detector.

## Care Community Risks

| Type of Risk                                   | Grey Gables | Lee Manor | Rockwood Terrace |
|--|-------------|-----------|------------------|
| Includes complaints, Health and Safety & Legal | 0           | 2         | 1                |

## Written Complaints Summary

### Grey Gables

No written complaints were received during the reporting period.

### Lee Manor

Two written complaints were received during the reporting period. Both were related to care concerns, which have been addressed by the care team. The care community reported one of the complaints as a Critical Incident to the Ministry of Health and Long Term Care.

### Rockwood Terrace

A written complaint related to current restrictions and window visits was sent to Public Health, the Director of Long Term Care and Rockwood Terrace. A response was provided by the Director of Long Term Care indicating our requirement to follow the directives provided by the Ministry of Long Term Care and acknowledging how challenging the past fifteen months have been for all involved.



## Compliments/ Colour It Story

### Grey Gables

The care community 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, they go above and beyond to ensure the residents are feeling at home and loved. In appreciations for all that they do, the Leadership Team held a week of gratitude events.

Another Colour It opportunity to mention, is that the care community had two raised flowers beds donated by a staff member for the residents who enjoy gardening.

### Lee Manor

With the warmer weather upon us, the staff at Lee Manor have pulled out the planters and have begun work on brightening up the front of the home. Resident Mary Ellen Robinson took it upon herself to lead this project, working in coordination with the home's Building Services Supervisor, ordering specific plants and helping with the planting. Thank you to Mary Ellen and staff, a great example of Colouring It with resident led opportunities. The story was featured in the highlight section of the Advantage Ontario bulletin in honour of Seniors Month.

### Rockwood Terrace

While reviewing the lunch menu June 1, team member Melanie Batte, Cook, noted that hamburgers were going to be served for lunch. Melanie took it upon herself to barbeque the burgers for residents to enjoy rather than cooking them in the oven. This kind gesture was appreciated by all.

## Resident/Family Council Updates

### Grey Gables

Residents Council held April 27<sup>th</sup>, 2021 - No issues or concerns were brought to this meeting. An update was presented to the council on the BSTU

Residents Council held May 25<sup>th</sup>, 2021 - No issues or concerns were brought forward to this meeting. During our monthly review of the Resident Bill of Rights a great discussion regarding how to raise concerns and strategies to do so.

Family Council held May 26<sup>th</sup>, 2021 - This was a virtual meeting with eight family members in attendance. Executive Director, Shannon Cox was the guest speaker and provided an update on the BSTU and other home projects.

### Lee Manor

Residents Council met virtually on May 20<sup>th</sup>. Residents were updated on current directives related to visiting and events around the home. No issues or concerns were brought forward from the residents.

Family Council met virtually on May 19<sup>th</sup>. Members requested inclusion in recognizing the contributions the staff have made over the past year in correlation with Health Care Hero Week. A letter of special thanks was sent on behalf of the family council members. Members also sent individualized notes of thanks to be posted at the home. Family Council members also spoke of the need for increased outdoor seating to accommodate the increased use of our outdoor space. Our Building Services Supervisor is currently working with suppliers to increase our outdoor seating options.

## Rockwood Terrace

Resident Council met May 10, 2021. Residents were provided with the updates to visiting as well as future events. Residents had questions related to the heating system and the policy related to smoking of cannabis on the property.

Family Council did not meet during this reporting period.