

Grey Gables, Lee Manor and Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: May 10, 2022

Information for the Months: February 15 – April 14, 2022

Endorsed by Council: May 26, 2022 CC48-22

Quality

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

Publicly reported indicators/Survey Results

Q3 2021 (October - December 2021)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q3 Oct-Dec/21	Q3 Oct-Dec/21	Q3 Oct-Dec/21
Improved or remained independent in mid-loss ADL	29.0%	19.3%	37.5%	36.2%
Worsened ADL	32.8%	42.1%	36.4%	36.1%
Worsened mood from symptoms of depression	21.2%	30.8%	29.1%	26.3%
Taken antipsychotics without a diagnosis of psychosis	20.9%	8.1%	17.0%	11.9%
Has fallen	16.0%	10.8%	16.7%	17.2%
Worsened stage 2 to 4 pressure ulcer	2.4%	1.6%	2.8%	1.4%
Daily physical restraints	2.6%	0%	1.0%	0.7%
Has pain	5.4%	0.8%	4.5%	0.2%
Worsened pain	9.0%	6.0%	6.8%	7.2%

The Canadian Institute for Health Information released the Q3 2021 data for publicly reported indicators. The data continues to show the increase in acuity and residents requiring greater levels of care. The information will be used as teams complete their 2022/23 Operating Plans.

In addition, these indicators are reviewed and assessed quarterly with the Medical Directors of the three homes. The Long-Term Care Home Act requires each home to have a Medical Director, who must be a physician. Medical Directors are key partners in supporting outcome indicators as they fulfill crucial functions on matters related to medical care, administrative roles as members of medical advisory team developing and reviewing medical and clinical policies and procedures, and informing programs such as falls prevention, skin and wound, and pain management, etc. They also act as supervisors to Attending Physicians and ensure around the clock medical coverage for residents.

In Grey County, we are fortunate to have long standing support and medical leadership from Dr. Brian Power (Grey Gables), Dr. Cornelius VanZyl (Lee Manor) and new to the Grey County team, Dr. Mary Pillisch who signed on as Rockwood's Medical Director in May 2021.

Enclosed in this report, you will find the respective medical directors' report for 2021. The reports summarize the highlights and challenges of 2021. They also demonstrate evidence of the directors' commitment to supporting residents, families, and staff by providing the highest level of care on-site, and their dedication to ensuring the best quality of life through the delivery of resident centered care.

Some key highlights include the homes' rapid implementation of the Ministry of Long-Term Care and Public Health directives and guidance documents, infection prevention and control measures to mitigate risks, high rates of resident and staff vaccination rates, and the ability to manage complex medical care and acute needs within the home. Other unique programs highlighted in the report include a complex care model, a diabetic review program, and the new Behavioural Support Transition Unit, all of which have had significant support and leadership from the medical directors.

Staffing was reported as both a highlight and challenge. A challenge with staffing being strained but a highlight commending the dedicated staff in dealing with constant changes, outbreaks, and other needs throughout the pandemic.

Finally, all Medical Directors recognized the importance of balancing COVID management and risk mitigation with resident wellbeing, as social deprivation and isolation can have a significant health outcome for residents.

In the coming year, medical directors' roles are being reviewed with the "Fixing LTC Home Act" and a variety of opportunities for quality improvement, such as improving medical directors' remote access and use of the home's electronic medical record and enhancing palliative care.

[Grey Gables Medical Director Annual Report](#)

[Lee Manor Medical Director Annual Report](#)

[Rockwood Terrace Medical Director Annual Report](#)

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 visited the care community to conduct a Complaint Inspection which was completed in concurrence with a Critical Incident Inspection related to prevention of abuse, neglect and retaliation. While on-site from March 15, 16, 17 and 18, the inspector also observed infection prevention and control practices as part of their visit. During the course of the inspection the

inspector spoke with staff and residents, observed residents and care provided, as well as reviewed care plans, reports and relevant policies and procedures. No areas of non-compliances were issued.

[Critical Incident System Inspection Report March 15-18th](#)

[Complaint Inspection Report March 15-18th](#)

Rockwood Terrace

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

Outbreaks

Grey Gables

COVID-19 Outbreak was declared on Maple Lane, February 5th and was declared over on February 19th with a total of 6 positive Residents and 1 death.

Lee Manor

Two respiratory outbreaks were declared by Public Health during the reporting period. The identified agent was seasonal coronavirus also known as the common cold. The 2 North outbreak was declared on February 26th which affected 12 residents and 3 staff and was declared over on March 16th. A subsequent outbreak was declared on March 29th on 2 South and was declared over on April 11th. There were 9 residents and 1 staff affected.

On April 12th a confirmed COVID-19 outbreak was declared by Public Health on 2 North. We continue to work with the Outbreak Management Team including our partners at Public Health to manage the outbreak.

Rockwood Terrace

Rockwood Terrace has not experienced outbreak during the reporting period.

People

February 15- April 14, 2022	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	15	45	20
Number of Staff Onboarded	4	8	15
Number of Retirements/ Resignations	6	7	5
Number of Student Placements	2	28	19

Projects, Location Events and Other

Grey Gables

March started off strong with Shrove Tuesday & Mardi Gras happening on the first day of the month. St. Patrick's Day is always a favourite at Grey Gables with Shamrocks, leprechauns, and lots of green-coloured drinks and homemade snacks made it a fun filled day for all.

We welcomed the first day of spring 2022 by opening up the Grey Gables Casino. Sip & Paint has become a popular program for many of our residents and the artwork is absolutely stunning. We held a Tim Horton's Drive Thru on March 23rd. The Markdale Tim Horton's donated a large portion of the coffee and donuts that day for residents to enjoy.

April saw the reintroduction of music into the home with entertainers, having live music in the house makes everyone feel great and we were so excited to have them back! Easter weekend was packed full of worship services, Easter traditions and of course lots of chocolate.

Grey Gables introduced a Colour It Wellness newsletter for staff, which highlighted some tips, recipes, facts and overall feel-good stories. The staff really enjoyed seeing their pictures in the newsletter.

Lee Manor

The residents enjoyed a variety of activities to close the month of February, including Family Day celebrations, a Tim Horton's Day, and a specialty tea cart in honour of a unique date – "2/22/2022" on a "Twosday." As we moved into March, the Recreation department ensured the residents experienced the luck o' the Irish for St. Patrick's Day. Some of the special events to celebrate included shamrock shakes, live entertainment, green smoothies, and a series of live stepdance performances from Nutrition Manager Paige Caswell!

The residents continue to enjoy a variety of routine programming that meets their social, emotional, physical, spiritual, and cognitive interests including various spring-themed activities, including Horticulture Club, Farm Club and Birdhouse painting. At residents' request, the Recreation department has also increased physical opportunities for engagement, including Drum Fit, chair yoga, meditation, balloon badminton, bean bag toss and balance classes.

Easter celebrations included bunny rabbit visits, thematic art projects, and a staff dress up day on Easter Monday. As requested by Resident Council, a communion service was held on April 12th in recognition of the holiday. The Resident Food Committee requested a selection of turkey or ham with all the trimmings for their special meal.

Rockwood Terrace

March started off with an in-house trip to Tim Hortons, a program enjoyed by many of our residents. Proceeds from the tuck shop program support The Tim's program which is always a hit and scheduled monthly.

St. Patrick's Day celebrations included many team members and residents dressing up in green and festive attire to recognize this day. A special luncheon was prepared by our Dietary Team along with

green beer to mark this special day. Throughout the week of St. Patrick’s residents enjoyed Irish themed crafts and an afternoon pub where shamrock shakes were served. Not everyone has Irish roots, but nonetheless everyone enjoyed the festivities. Music programs also returned in March and Ron McManus entertained our residents with some Irish tunes.

March 21st was an exciting day in our Care Community when our new hairdresser Ruby began providing hair care services to our residents. Everyone is looking great and feeling better with their freshened-up styles.

On Tuesday March 22nd the Recreation Team hosted a Winter Carnival for all the residents in the home. Fresh Cotton Candy and popcorn treats were available and enjoyed by the residents. The carnival created a fun atmosphere and residents have already requested an Outdoor Summer Carnival be considered.

Residents have been working on fairy gardens and personalizing them to express their creativity. You can see the gardens displayed throughout the home as residents will continue to care for them with regular watering and attention.

On April 12th residents took part in an Easter Egg Hunt organized by the Recreation Team. Residents worked together to find all the eggs, and everyone enjoyed some yummy treats after the event.

Occupancy

2022 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Mar-Apr/ 2022	Year to Date	Mar-Apr/ 2022	Year to Date	Mar-Apr/ 2022	Year to Date
Occupancy	91%	89.5%	93.4%	93.8%	94.5%	94.2%
Move-Ins	3	12	14	16	9	10
Discharges	2	11	11	21	3	10

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

Grey Gables

An inspector from Public Health visited the home on April 7th, to conduct an inspection of the kitchen. No areas of deficiency were issued.

Lee Manor

An inspector from Public Health visited the care community on March 29th to conduct an inspection of the kitchen and Ice Cream Parlour. No areas of deficiency were issued.

An inspector from Troy Life and Fire Safety Ltd was also on-site to conduct a fire alarm test during the reporting period. The system is in compliance with fire and safety standards however, the report

identified some minor areas of deficiency. Troy staff is scheduled to return to rectify the deficiencies in the spring when they complete the fire panel system upgrade.

Public Health conducted an IPAC Assessment on April 13th as per COVID outbreak protocols. A report has yet to be issued.

Rockwood Terrace

A post outbreak debrief was conducted on February 17th as follow up to the recent COVID-19 outbreak. This was conducted with our Public Health partners to review what went well and what could be improved. Suggested changes were noted and will be implemented as needed in the future.

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

Grey Gables

Monthly fire drills were held as per legislation. Tabletop drills for Code white, Code blue and Code yellow were held during this reporting period.

Lee Manor

Monthly fire drills were held as per legislation.

Rockwood Terrace

Monthly fire drills were held as per legislation.

Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	1	3	1

Five items noted above have been addressed and resolved, with one currently being addressed by the leadership team.

Written Complaints Summary

Grey Gables

The home received one written complaint during this reporting period. The complaint was received from a family member outlining concerns related to staffing levels. Concerns were addressed and action plan implemented by the Leadership Team.

Lee Manor

Two written complaints were received during the reporting period related to care concerns which were addressed and resolved by the Leadership Team.

Rockwood Terrace

The home received one written complaint during this reporting period related to policies that address non-vaccinated visitors.

Compliments/ Colour It Story

Grey Gables

“Colour It” Community was very prominent as Grey Gables staff received a very generous gift of sandwiches, drinks, and chocolate from the local Annesley United Church Family. The card read “With thanks and appreciation for your ongoing efforts to keep elders safe during this long, long pandemic. We are grateful for all you do, and we recognize how difficult it has been to persist through the challenges of these times. You have our deep admiration and respect”

The employees at Grey Gables would also like to thank the County of Grey for the Colour It Care Packages that everyone received.

Lee Manor

Lee Manor welcomed back a former resident in late March. The resident previously resided on the 1st floor, where he developed a strong relationship with his roommate and care team. The two gentlemen were known as a dynamic duo, and a perfect pair as roommates. They enjoyed watching television together, meeting each other’s families, advocating for each other, and sharing their life histories. When he returned to his home in the community, he maintained contact with his roommate through virtual calls. As luck would have it, when he moved back to Lee Manor on the 3rd floor, the other side of his room was vacant – could this be the perfect opportunity to reunite the two as roommates? Yes! It is important to note, however, that this change brought a bittersweet reality to the remaining resident and the 1st floor team. Since his coming to Lee Manor, the 1st floor team developed a strong connection to him, understanding his unique care needs, and championing how to Colour It his way. From nursing to recreation, to housekeeping, dietary and beyond, all teams were involved in supporting his move. Team huddles were held to support the staff on both 1st South and 3rd North to help with the transition and understand the resident’s communication book, his life history, and his likes/dislikes. Staff were reassigned to help demonstrate the resident’s preferences during care and meal assistance. It truly was and continues to be a team effort and we are so proud of all staff’s participation in Colouring It for both gentleman!

Rockwood Terrace

On Thursday April 14th the Residents had a special visit from the Easter Bunny, who toured the home and handed out chocolates to all the residents. The Residents love seeing the bunny and we thank Ev a Dietary Team member who volunteers her time to do this every year.

Thank you very much for the Colour It care packages! They were very much appreciated.

Resident/Family Council Updates

Grey Gables

Residents' Council met on February 22nd. Concern forms were received and reviewed regarding concerns related to the dining room. Both the Director of Care & Nutrition Manager addressed these concerns to the Residents satisfaction. Residents' Council met again on March 22nd. The results from the Resident & Family Satisfaction Surveys were reviewed by the council at this meeting - no concerns were raised. An Executive Director update was provided at this meeting as well.

Family Council was held virtually on March 29th. The Executive Director and Director of Care provided updates. A summary of the annual program reviews was also provided. Pauline Johnston, Family Council President, gave an update on the DCP project she is working on. Next meeting is planned for the end of May.

Lee Manor

Family Council continues to meet virtually on a monthly basis. The Council last met on March 30th, where they received an update on the home's Building Services Supervisor.

Resident Council was modified in February to support in-person attendance on one home area. The Council meeting was then broadcasted to other home areas to support home wide participation. After two long years, the first in-person, home wide Resident Council was held on March 23rd. The residents look forward to future in-person meetings.

Rockwood Terrace

Family Council did not meet during the reporting period.

Resident Council met March 1 and April 1, 2022. In March, the results of the recent Resident and Family Satisfaction surveys were reviewed, some program reviews were presented, and the new proposed menu was approved. During the April meeting, results of program reviews were shared, and a copy of the Resident's Bill of Rights and the Care Community's mission vision and values were provided and reviewed.