

Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: January 14, 2020

Information for the Months of: October 1st – December 14th, 2019

Endorsed by Council January 23, 2020 per Resolution CC20-20

Quality

Publicly reported indicators/Survey Results

Q2 2019 (July - September 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Rockwood Terrace			
		Q3 Oct-Dec/18	Q4 Jan-Mar 19	Q1 Apr-Jun 19	Q2 Jul-Sept 19
Improved or remained independent in mid- loss ADL	29.0%	39.40%	38.90%	37%	37.5%
Worsened ADL	32.4%	34%	31.3%	33.7%	29.9%
Worsened behavioural symptoms	12.5%	14.4%	11.5%	13%	12.2%
Worsened mood from symptoms of depression	22.4%	30.7%	23.6%	23.3%	16.7%
Taken antipsychotics without a diagnosis of psychosis	18.7%	9.3%	7.3%	5%	2.7%
Has fallen	16.4%	14.4%	14.2%	13.3%	11.9%
Worsened stage 2 to 4 pressure ulcer	2.5%	3.5%	5%	4.4%	3.1%
New stage 2 to 4 pressure ulcer	2.1%	3.1%	4.6%	4.1%	2.9%
Daily physical restraints	3.8%	1.8%	1.9%	1.7%	1.5%
Worsened bladder continence	17.5%	16.1%	18.8%	21.1%	20.5%
Has pain	5.7%	2.5%	0.40%	0.20%	1.0%
Worsened pain	9.6%	13.4%	7.20%	7.9%	5.5%

The 2nd quarter data from the Canadian Institute for Health Information (CIHI) has recently been released. Rockwood Terrace is higher than Provincial average in eight (up from six in the first quarter) of the twelve indicators. Three of the remaining four indicators are trending down.

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

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

An inspector from the Ministry of Health and Long-Term Care attended Rockwood Terrace November 13-15, 2019. The purpose of this inspection was to conduct a Critical Incident System Inspection. During this inspection, there were no areas of non-compliance.

[Public Copy Ministry of Health and LTC Report November 13-15 2019](#)

People

On Wednesday October 2nd the County of Grey held a dinner to recognize service award recipients who have been with the County for 15 years and more. The night consisted of speeches and introduction of the service award recipients. Several members of the Rockwood team have been recognized for their milestones in length of service this year- twenty-eight team members to be exact, including three-thirty and four- thirty-five-year recipients! Congratulations to all!

Former Rockwood Terrace team member Kim Mossey organized “Operation Sherpas For Seniors.” The goal of this project was to provide a Sherpa blanket for every resident at Rockwood and in the end, they were able to collect enough funds to purchase one hundred and four blankets! Sincere thanks to Kim and everyone who donated to make the project a success.

Projects, Location Events and Other

It was our pleasure to host this year’s Volunteer Appreciation event on Wednesday October 23rd. Guest speaker Pat Morden energized our volunteers with an important talk on the Value of Volunteers. Following the speaker, attendees enjoyed a delicious lunch prepared by our Dietary Team. We thank each volunteer for their compassion and dedication to our Residents. Without the many hands of our caring volunteers we certainly could not offer as many programs and support to our residents. We also like to take care of the health of our volunteers so those wishing were able to receive their flu immunization on this day as well!

On Saturday November 16th Rockwood held their Annual Christmas Bazaar and Luncheon. Twenty vendors were set up in our Auditorium and we also had many raffles, a bake counter and a chili lunch available. It was a great day with many families and community members in attendance.

The third year of the Grand pal program has been another great success. The seniors and children were matched up through an interest survey completed by both parties. The pen pals started corresponding via letters in September. This year the kids are in grade 2-3 and 20 children are taking part. Their first official meeting took place on Dec 19th. Many of the children brought little gifts and hugged their pen pals when introduced. The pen pals had a great afternoon working on a craft, taking part in a sing

song and enjoying refreshments. They said good bye after everyone singing, we wish you a Merry Christmas and they look forward to seeing their new friends around Valentine's Day. This program will continue for the rest of the school year!

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	98.85%	98.87%
Move-Ins	9	46
Discharges	12	47

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

An Inspector from Public Health attended Rockwood Terrace on November 7, 2019 and completed an inspection of the hair salon and production kitchen. There were no violations noted as a result of these inspections.

An inspector from the Ministry of Labour attended Rockwood Terrace on October 21, 2019 to complete an Infection, Protection and Control Audit. There were no areas of non-compliance related to this audit.

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

Fire drills were held for October, November and December.

Rockwood Terrace is currently experiencing an outbreak of Human Metapneumovirus.

Written Complaints Summary

Type of Compliant	Summary	Outcome (s)
Written	Family upset with poor customer service provided by staff.	Investigation completed. Concerns addressed with team members. Resolved.

Written	Family upset with poor customer service provided by staff.	Currently investigating concern.
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Compliments/ Colour It Story

We continue to receive many positive comments related to care provided at Rockwood Terrace and several treats were provided for team members by families over the holidays. One family member knit seventy scarves for team members to show appreciation for care provided to her Mom.

Resident/Family Council Updates

The October Resident Council meeting was held on the 25th. As well as the usual agenda, residents were provided an update related to the redevelopment project and the new Long-Term Care Director. Concern forms were completed related to the absence of nuts and nut products on the menu and the temperature in the main floor dining room.

The November meeting was held on the 22nd. The results of the recent Ministry of Health visit were presented as well as an explanation related to the “slippery sheet system” that will be introduced in January.

The December Resident Council meeting was held on December 20th. Resident’s were updated related to the status of the nut restrictions (they have been lifted) and redevelopment. A concern form was completed related to crowding in the dining rooms.

There was no Family Council meeting held during these months.