

Grey Gables



Grey County Operations Report to Committee of Management Open Session

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

Submission Date: January 14, 2020

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

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

The Ministry of Long Term Care Compliance Inspectors were on site November 18, 19, 20, 2019 to conduct two inspections; a Critical Incident System Inspection and a Central West Service Area Office Initiated Inspection. The following Inspection Protocols were used during the inspections:

- Falls Prevention
- Dining Observation
- Medication
- Reporting and Complaints
- Residents' Council
- Skin and Wound Care

During the course of both inspections there were no areas of Non-Compliance.

[Public Copy Ministry of Health and LTC Report November 18-20 2019](#)

[Public Copy Ministry of Health and LTC CI Report November 18-20 2019](#)

People

- We welcomed two new volunteers in November. Savannah is a grade 11 student who comes in every Tuesday after school to visit with residents and help with supper. Jill is a retired Principal who is helping residents make memory books. She is spending time one on one to write down stories and memories to create a special keepsake book for residents.
- In November we welcomed Helen Rice as our new footcare provider.
- Beavercrest School in Markdale joined us in December with eight different classes (ranging from JK to grade 8) coming over to entertain residents with music, skits and Christmas cards for all. On three different dates teachers and students came for an hour to spread lots of Christmas cheer.
- We started a pen pal program with Beavercrest in December. Students and residents will be corresponding over the winter months and will meet face to face in the spring.
- We had a young girl from Markdale drop off \$100.00 she raised on her own and wanted it to go towards a resident activity. Holiday treats were purchased with the money and enjoyed by all!
- We had 3 anonymous people donate 6 amazing Christmas gifts this holiday season.
- 66 Sherpa blankets were donated by Brooklyn's Bedding and Bath so that every resident at Grey Gables would have a new blanket for this holiday season.

Projects, Location Events and Other

Some highlights of events and activities in this reporting period include:

- We held the annual Thanksgiving Pie Sale on Friday October 11, 2019. The residents made and sold over 50 apple pies.
- Annual Harvest Dinner Celebration on October 24, 2019. We hosted over 150 people for a wonderful night of delicious food, great entertainment and some real scarecrow shenanigans. Our Scarecrow Invasion themed night was an opportunity for residents and their families to enjoy a roast beef dinner prepared by our fantastic dietary team. Dinner was complimented by the musical talents of Rick Tourlousse. He wowed the crowd with his beautiful voice and charismatic personality. The staff dressed up as scarecrows to serve the dinner.
- November 23, 2019 was the Grey Gables Christmas Bazaar and was a very busy day. The Bazaar featured 35 vendors who offered a wide variety of items for sale. Our team room served numerous bowls of homemade soup or chili and the residents had a very successful 50/50 draw. Overall our residents made close to \$2000.00 to put towards activity programs in the coming year.
- December 13th was a shopping trip and Northern Lights tour. A bus full of residents traveled to Owen Sound to shop, go out for dinner and enjoy a light show on a beautiful December evening.
- December 13th was also the beginning of the 12 days of Christmas theme days; Christmas sweaters, hats and pajamas are examples of themes leading up to the big day.

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.7%	99.3%
Move-Ins	2	21
Discharges	3	24

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

During the reporting period there were a number of stakeholder inspections at Grey Gables:

- October 10, 2019 – the generator and boiler inspections took place with no areas of concern noted.
- October 21, 2019 – a Ministry of Labour inspection took place following the injury of a worker. Recommendations were made for the Joint Health and Safety Committee to review the training program for workers with proper handling of lifts in and out of doorways, as well as training for proper handling of lifts during low light times (i.e. night time when lights are lowered for residents to sleep). While on site the Inspector also reviewed the Infection Prevention and Control manual and one order was issued to ensure the Employer reviews the Infection Prevention and Control Manual at least once annually and that there is a plan in place to compare the policy manual against best practices. A plan was completed and submitted to the MOL by the November 29, 2019 due date.
- November 8, 2019 Public Health Kitchen/Servery Inspection with no areas of concern.

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

Code Red was practiced on all three shifts in October, November and December.

Code Green (evacuation) was practiced and observed by the Fire Department on December 3, 2019.

Code Orange (external disaster) was practiced on December 20, 2019.

Written Complaints Summary

There were no written complaints received during the reporting period.

Compliments/ Colour It Story

The home and staff continue to receive a number of compliments and gestures of thanks from residents and their family members throughout the reporting period and especially over the Christmas season.

The staff work hard to Colour It for residents on a daily basis. Two special examples of Colouring It are the Christmas Tree decorating contest and the Pizza Party! 7 teams of staff members set up and decorated Christmas trees around the home and competed for the best tree. An expert panel of residents chose the winning tree on December 15th. In early December we hosted a Whole House Pizza Party. Staff and residents ate together in appreciation of each other and to celebrate the successful Ministry of Long Term Care Inspection.

Resident/Family Council Updates

Family Council met October 16, 2019 and Resident Council met October 29, 2019; there were no issues or concerns noted at this meeting.

Family Council hosted a movie night for all residents on November 19, 2019. Popcorn, root beer floats and some good old fashioned comedy were enjoyed by all.

Family Council Meeting was held November 20, 2019 and Resident Council meeting on November 26, 2019 with no issues or concerns.