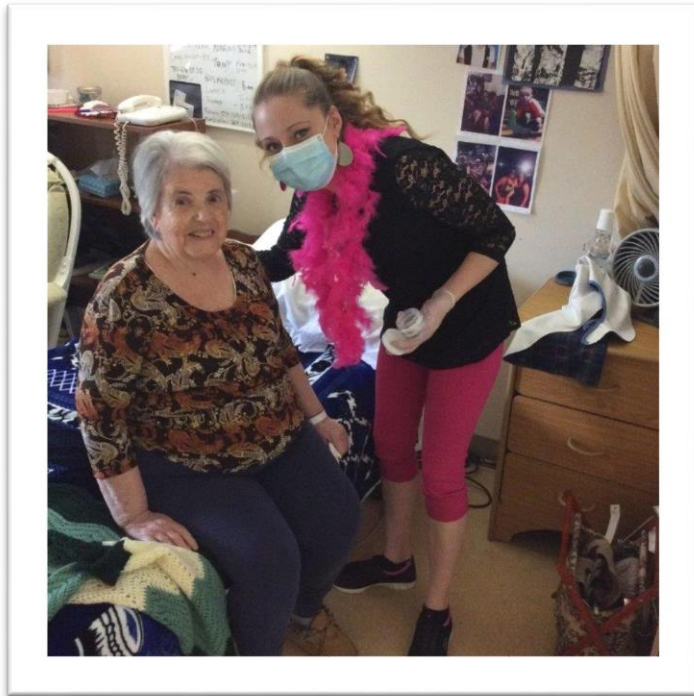


Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: July 6, 2020

Information for the Months of April 15 – June 14, 2020

Endorsed by Council: July 23, 2020

Quality

Publicly reported indicators/Survey Results

Q4 2020 (January – March 2020)

Indicates Better than Ontario Average

Indicates Worse than Ontario Average

Indicator	Ontario Average	Rockwood Terrace			
		Q1 Apr-Jun 19	Q2 Jul-Sept 19	Q3 Oct-Dec/19	Q4 Jan-Mar/20
Improved or remained independent in mid- loss ADL	28.7%	37%	37.5%	38.7%	40.4%
Worsened ADL	34.4%	33.7%	29.9%	29.9%	23.3%
Worsened behavioural symptoms	12.5%	13%	12.2%	11.8%	11.3%
Worsened mood from symptoms of depression	22.2%	23.3%	16.7%	15.6%	15.5%
Taken antipsychotics without a diagnosis of psychosis	18.5%	5%	2.7%	1.9%	1.7%
Has fallen	16.4%	13.3%	11.9%	13.0%	14.6%
Worsened stage 2 to 4 pressure ulcer	2.5%	4.4%	3.1%	3.0%	1.7%
New stage 2 to 4 pressure ulcer	2.0%	4.1%	2.9%	2.9%	1.5%
Daily physical restraints	3.4%	1.7%	1.5%	1.5%	1.2%
Worsened bladder continence	17.6%	21.1%	20.5%	16.3%	13.8%
Has pain	5.6%	0.20%	1.0%	1.6%	2.0%
Worsened pain	9.5%	7.9%	5.5%	7.3%	5.8%

The 4th quarter data from the Canadian Institute for Health Information (CIHI) is provided for your review. Rockwood Terrace is better than the Provincial Average in all twelve of the indicators for this period. Congratulations to the Rockwood clinical team for their hard work and dedication.

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

There have been no visits from the Ministry of Long-Term Care during the reporting period.

Ministry staff have been in contact with the Care Community to offer support and information related to staff on call seven days per week.

Outbreaks

There have been no outbreaks during the reporting period.

People

The Team at Rockwood Terrace would like to extend a sincere thanks to County Team Members who were redeployed to our Care Community particularly earlier in this pandemic situation. These folks helped in maintenance, programs and provided mask fit testing.

We recently hired three Emergency Support Workers to provide assistance in the nursing department. We have also had team members from other departments accept these shifts when all other options have been exhausted-what an amazing team effort!

Projects, Location Events and Other

Despite the many restrictions Rockwood is following due to the Covid-19 restrictions, the Care Community continues to be surrounded by caring staff, happy residents and grateful families. It truly is a fulfilling time to be working in long term care and being able to support residents and families during this challenging time.

Staff at the home are trying to be creative and still bring happiness into the home as we unite together to keep the virus out and keep our residents safe and emotionally supported.

Many of you may have already seen this video that was made early in May and was posted on the County Facebook Page. The idea came about when the leadership team felt the residents and staff needed a little boost. It clearly shows the team spirit, love and care in the home.

[Rockwood Terrace - We are 1 Song Video](#)

Rockwood Terrace made Mother's Day and the days leading up to it very special for all the ladies in our home. Cara from the Program Department shared her musical talents up and down the halls as residents danced and sang along. This was greatly enjoyed by everyone and wonderful to hear music filling the home.

We usually hold an annual spa for the ladies, and this year our spa was taken on the road! Program staff went to see all the ladies one on one and ensured everyone had at least one special treatment such as a hair set, hand massage, facial or manicure.

The ladies of Rockwood received corsages that were delivered to them on Mother's Day by our Leadership Team. A special breakfast and dinner were served as well as many window and virtual visits. Please watch the following video that was prepared by Rockwood Terrace staff on Mother's Day.

[Rockwood Terrace - Mother's Day Video](#)

Most Sundays we continue to sing O'Canada at noon joining an initiative to unite Canada. During these unprecedented times, it is important for the country to stand together. It is with this intention that #CanadaTogether was initiated. This national initiative is aimed to inspire, educate and engage Canadians to band together and to support front line workers in the fight against Covid-19.

On Sunday May 31st, Resident Karen McManus joined Recreation Team Member Cara in singing the anthem over our P.A. She was thrilled to be involved and we continue to include residents that are interested to take part.

Nicer weather has allowed many residents the chance to get outside for a walk or enjoy the fresh air. Music in the garden with Cara has been a popular event where residents have the luxury of being able to spread out and enjoy the tunes. Some residents have got their tomato plants planted, others enjoy finding a shady spot to read a book while some simply like to relax and enjoy the warm sun shining. We are lucky to have this beautiful outdoor space and are taking full advantage of it!

We got the green light to begin small group programming during this time with specific parameters and no more than 4 residents from the same home area plus one staff together at once. Residents were delighted to begin exercise classes again with the Physiotherapy Staff and have also had some small group socials and discussions with the program staff and the Chaplain.

Our Chaplain Pastor Dianne Drysdale has continued her visits to the Care Community since the restrictions were initially put into place. She felt, as did we, that spiritual and emotional support was needed for residents. Pastor Dianne comes into the home three

days a week and visits residents one on one. She follows the same protocols staff do and we are very grateful for her support to our residents during this time. Residents have been able to lean on Pastor Dianne, pray with her and even sing a few hymns together on a regular basis.

Virtual and Window visits continue to be supported by the Recreation Staff and are very popular with many residents and families. Thus far the program staff are proud to share that they have supported 525 virtual visits (facetime and skype), 175 window visits, 2 zoom funerals and one zoom wedding! Families are getting quite creative when they visit, some bring their pets, bright colourful signs, and one visit not only supported the resident's birthday it allowed the resident to meet her great granddaughter for the first time. As you observe and support these visits, it is heartwarming to watch the hands reaching up and touching the glass of the windowpane at the same time, lots of kisses thrown and even hugging themselves at the same time as they look at one another through the window.

June is Seniors Month and we have placed posters around the home in honour of Seniors. We have a few things planned later in the month to officially salute the seniors of Rockwood Terrace.

Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
Occupancy	98.3%	98.87%
Move-Ins	2	17
Discharges	4	16

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

There have been no visits from Stakeholders during the reporting period.

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

Fire drills were held on all shifts for April and May.

The Care Community is currently renewing mask fit testing for all team members.

Several interventions have been put in place related to COVID-19-please see Grey County Long-Term Care COVID-19 Update.

Written Complaints Summary

There were no written complaints during the reporting period.

Compliments/ Colour It Story

We continue to experience amazing support from the Community and families. One family member created a lovely wood sign thanking the staff which we have placed in the staff room. Another family member painted a stone which now greets and thanks all staff as they report for work.

A PSW team member has personally purchased a “treat” for each resident from the tuck shop on at least three different occasions during the quarantine-true Colour It Passion!

We also continue to receive cards and notes of thanks related to care provided.

Resident/Family Council Updates

There have been no Resident of Family Council meetings during the reporting period.

However, we continue to keep everyone informed and up to date with newsletters, special memos and of course virtual family calls with Jennifer.