

Lee Manor



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	Lee Manor			
		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%	34.1%	35.3%	35.7%	35.6%
Worsened ADL	34.4%	40.8%	37.5%	39.7%	39.2%
Worsened behavioural symptoms	12.5%	10.4%	9.9%	9.1%	8.7%
Worsened mood from symptoms of depression	22.2%	24.3%	20.2%	19.5%	19.2%
Taken antipsychotics without a diagnosis of psychosis	18.5%	19.8%	17.8%	16.1%	15.1%
Has fallen	16.4%	11.4%	11.9%	12.9%	14.7%
Worsened stage 2 to 4 pressure ulcer	2.5%	2.0%	2.4%	2.4%	3.2%
New stage 2 to 4 pressure ulcer	2.0%	1.6%	1.8%	1.7%	2.8%
Daily physical restraints	3.4%	1.7%	1.6%	1.9%	2.3%
Worsened bladder continence	17.6%	19.0%	17.1%	17.0%	20.1%
Has pain	5.6%	3.3%	3.5%	2.7%	1.9%
Worsened pain	9.5%	8.6%	9.1%	7.9%	5.9%

The 4th quarter data from the Canadian Institute for Health Information (CIHI) shows that Lee Manor continues to make improvements in several areas and remains above the provincial average in all but two publicly reported areas. Improvements are reflective of ongoing focused initiatives and data accuracy.

Quality improvement programs continue for worsened mood from symptoms of depression, taken antipsychotics without a diagnosis of psychosis and wound care/pressure ulcers.

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

A Ministry of Long-Term Care Inspector was in the Care Community on June 8, 9, 10, 11 and 12 to follow-up to four Critical Incidents and one complaint.

There were no areas of non-compliance with the inspection, see attached report.

[MOLTC Critical Incident System Public Report June 16 2020](#)

Outbreaks

There have been no outbreaks during the reporting period.

People

We continue to expand our team of dedicated staff at Lee Manor and are pleased to add Emergency Support Workers (ESW) to our list of personnel. We have hired seven ESW's to support the Dietary, Programs and Nursing departments. Their assistance has enabled the Care Community to maintain service delivery standards and quality care throughout the pandemic.

We are happy to welcome Janice Campbell to the Grey County family as the Health and Safety Manager. Janice wasted no time in reaching out to support our Care Community in this capacity, we look forward to building our relationship and working more closely with Janice in long term care.

Lee Manor is recruiting for the Office Coordinator position. We have been utilizing one of our redeployed staff members and the County finance department to provide office support during this transition.

We would like to extend our gratitude to our Grey County staff partners who so willingly answered the call to support Lee Manor with evolving pandemic challenges. Our five redeployed staff have become a part of the team and have created meaningful connections with residents and staff. The IT department has also been a pivotal partner in making the "Colour It Connect" program a success. They immediately and eagerly conquered the task of creating a convenient and user-friendly online booking system to support resident and family virtual, window and outdoor visits. All our County partners are truly "Colour It Heroes"!

Projects, Location Events and Other

Despite the challenges of COVID-19 the staff are committed as ever to “Colour It” and have developed some innovative activities and projects to keep spirits running high.

- Residents and staff have enjoyed the opportunity to have fun and be creative with video technology. Together they have created a series of videos featuring their photographs and special messages. Our latest video was made in honour of Seniors’ Month, showcasing our resident’s best advice to their viewers. This video was shared with Advantage Ontario and was featured on their webinar and social media pages. The videos are included in the links below:
 - [“Smile, All In This Together”](#)
 - [“1 World Song”](#)
 - [“Seniors' Month”](#)
- In honour of Volunteer’s Week we mailed our volunteers custom cards, specially crafted by residents, thanking them for their commitment and dedication to Lee Manor. Residents were thrilled to be involved in this process and to recognize our volunteers.
- Residents celebrated Mother’s Day with a special delivery of tea and scones. The ladies enjoyed using our fine china and getting their photograph taken to share with family. This day was a team effort as our nursing staff ensured the ladies were “photo ready.” We received a generous donation of carnations, ensuring each of the ladies received a flower on Mother’s Day. The staff also delivered crafted door hangers to each of the women in the home, painted by one of our residents.
- The Recreation staff continue to seek out opportunities for small group programs within the home areas that maintain physical distancing. Some examples of small groups that have been pulled together include stretch and breathing exercises, music videos and movies, bingo, and crafts. With the weather warming up, the residents have also been enjoying opportunities to soak up the sun in the courtyard and take in the sights and sounds of the season. Residents have been especially impressed with the colourful blooms in the planter boxes. Next, we hope to reinstate picnic lunches on the patio.
- Residents participated in an intergenerational project with a local class of Grade 5 students. The students wrote and emailed letters to our residents, sharing stories about themselves, how they have been coping with the pandemic and asking about the residents. The Recreation staff delivered the letters and collected the resident responses, as well as some photographs. The residents were so thankful to receive the letters and to hear from the youth in their community. This project demonstrated the importance of intergenerational connections and ensuring our residents feel a greater sense of community despite current limitations.

- Just in time for Mother’s Day, window visits were arranged, allowing families to come and see their loved one at one of the three visiting areas on the main floor. To date, we have hosted over 150 window visits. We continue to offer the Colour It Connect program to residents and families, wherein they can receive weekly videocalls through Skype or FaceTime, or telephone calls and/or emails. To date we have offered over 900 virtual connections!
- We have received guidance from the Ministry related to the next phase of visiting. Residents and families are eager for the expansion of outdoor visits that will be initiated in the near future.

Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.98%	99.22%
Move-Ins	3	21
Discharges	5	18

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 performed monthly on all three shifts.

Several interventions have been implemented in response to COVID-19. Please refer to the Grey County Long Term Care COVID-19 Update for specific details.

Written Complaints Summary

There were no written complaints received during the reporting period.

Compliments/ Colour It Story

Our “Colour It Compliments” display board continues to grow with an overwhelming showcase of support from family and community members. Uplifting cards and phone calls, notes of thanks, sponsored meals and treats to fuel the staff and even homemade scrub caps. Every gesture serves as inspiration and motivation!

Internally our staff have gone above and beyond sharing their passion and talents for the sake of Colouring It for the residents. Sharing musical talents, hairdressing skills and creating spontaneous theme days have brightened the spirits of all.

Resident/Family Council Updates

In Lieu of Resident Council meetings, we have created a bulletin to keep residents informed throughout COVID-19. We discussed this concept with the Resident Council Executive, who granted approval for the bulletin. We released the first edition of the “Colour It Connection: Resident Edition” on June 8th, 2020. The bulletin was delivered to active members of Resident Council and posted at all resident communication boards. The bulletin spoke to various aspects of the home, including: COVID-19, Infection Control, Bathing Schedules, Food/Meal Service, and highlights throughout the home. The residents responded positively to the bulletin and were thankful to be informed. As pertinent information arises, we will provide ongoing updates via the bulletin.

In consultation with the Family Council Chair, hosting a virtual Family Council meeting was well received and has been scheduled for June 16th. Invitations have been extended to our current membership who is eager to connect virtually this month.

Jennifer Cornell continues to provide webinar updates to family members as information arises that pertains to all three homes.