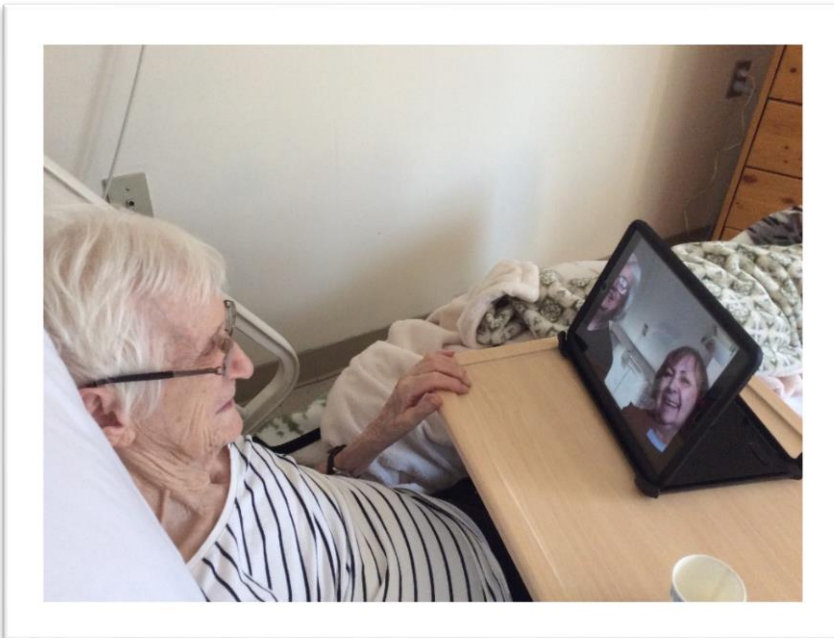


Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: May 12, 2020

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

Endorsed by Council: May 28, 2020 per Resolution CC55-20

Quality

Publicly reported indicators/Survey Results

Q3 2019 (October - December)

Indicates Better than Ontario Average

Indicates Worse than Ontario Average

Indicator	Ontario Average	Rockwood Terrace			
		Q4 Jan-Mar 19	Q1 Apr-Jun 19	Q2 Jul-Sept 19	Q3 Oct-Dec
Improved or remained independent in mid- loss ADL	29.0%	38.90%	37%	37.5%	38.7%
Worsened ADL	34.4%	31.3%	33.7%	29.9%	29.9%
Worsened behavioural symptoms	12.5%	11.5%	13%	12.2%	11.8%
Worsened mood from symptoms of depression	22.4%	23.6%	23.3%	16.7%	15.6%
Taken antipsychotics without a diagnosis of psychosis	18.6%	7.3%	5%	2.7%	1.9%
Has fallen	16.4%	14.2%	13.3%	11.9%	13.0%
Worsened stage 2 to 4 pressure ulcer	2.5%	5%	4.4%	3.1%	3.0%
New stage 2 to 4 pressure ulcer	2.0%	4.6%	4.1%	2.9%	2.9%
Daily physical restraints	3.6%	1.9%	1.7%	1.5%	1.5%
Worsened bladder continence	17.5%	18.8%	21.1%	20.5%	16.3%
Has pain	5.7%	0.40%	0.20%	1.0%	1.6%
Worsened pain	9.6%	7.20%	7.9%	5.5%	7.3%

The 3rd quarter data from the Canadian Institute for Health Information (CIHI) has recently been released. Rockwood Terrace is higher than Provincial average in ten (up from eight in the second quarter) of the twelve indicators.

We continue to work on the quality improvement program for wound care/pressure ulcers and have increased the hours of the wound care nurse by eight hours per week as per the 2020 Operational Budget.

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

Care Community experienced an enteric outbreak that affected seven residents. No deaths were associated with this outbreak.

Actions taken included posting and communicating visitation rules, surveillance of staff and residents, staff and resident co-horting, and additional surface cleaning and PPE supplies and hand sanitizer made available. Large social gatherings were also cancelled. Public Health and the Ministry of Labour were notified.

People

In times like this we really need everyone to pull together, and the team at Rockwood has done just that. It was a team decision to move to “room service” on April 6, and when mealtime comes it’s all hands on deck. A huge thank you to the entire Rockwood Team and redeployed staff for the amazing effort and support.

Projects, Location Events and Other

The last two weeks of February was business as usual. We were entertained by our many talented musicians including Brightside, Voices of Victory, Maryanne Holst, Touch of Grey, Ron McManus, Southridge Sound and Gospel Light Mennonite Choir. We also enjoyed our one to one travelling musicians Larry Lesperance and Glenn Skinn, who go room to room to many residents who do best with this type of interaction. These sessions always prove to be rewarding for not only the residents but also our entertainers who leave the home smiling for really making a difference in the lives of those who live at Rockwood.

Our Grand-Pal letters were wrapping up and we kept busy with scrapbooking, socializing at the morning tuck shop, shuffleboard and bingo. West Grey library was in to exchange books for the many residents that take part in this great program. To round out February, our Rockwood Riders had a tropical social to celebrate travelling across Hawaii on the NuStep Bike. Rockwood Riders are a group of residents who are

dedicated to their physical fitness, most of them bike daily and their distance is tracked with the help of our Physio and Program Team Members. Their first journey was traveling the distance from Tobermory to Durham and their second journey was across the island of Hawaii, we cannot wait to see where they will travel to next!

March came in like a lamb and went out like a lion! We had many of our usual programs as we anticipated the warmer weather and the end of winter. We watched for robins and had many discussions about the groundhog's prediction and when spring would arrive. A highlight early in March was Painting with Michelle, the product of this afternoon was a beautiful bright banner that we hung up for all to see! We enjoyed an afternoon of Karaoke with Nolan and Nathaniel, Music with the Haywards, Peter Murdock, Peter Ruigrok, and Al Crawford. We enjoyed Shamrock Floats for St. Patrick's Day, dressed in green and enjoyed a tasty Irish themed lunch.

Unfortunately, on Thursday March 12th, life changed drastically at the home and we started to make many necessary changes to protect the home and residents from the COVID Pandemic that is changing life for all of us. We initially started to just screen visitors but then on Saturday March 14th we had to close our doors to all visitors, which has certainly changed our usual day to day routines and activities.

Despite the daily challenges we are facing here at Rockwood Terrace, we are managing to support our Residents and Families the best we can and continue to bring smiles to our Resident's Faces! With the Social Distancing rules in place we are not having any traditional programs and have adapted to mostly one to one visits. Many of our residents were used to daily visits with their families prior to our visiting restrictions being put in place. The Colour it Connect program has been very successful in keeping family members in touch with residents. Many tears are seen during these visits, but just as many smiles and laughs are shared. We thank the IT department for supplying us with fully loaded iPads to help with this program.

We are providing lots of puzzles and word searches, trivia that residents can work on, lots of one on walks, a travelling tuck shop cart and socials that are now door to door where a treat or fancy drink is delivered.

On March 31st, our very own musician Cara Smith who works in the Recreation Department entertained the residents with music. The smiles and impromptu sing-a-long was enjoyed by all and helped to brighten the day for the residents. Cara now brings her guitar most days and music now fills the hallways when she entertains. On Sunday April 19th Cara led the staff and residents with the singing of O Canada over our P.A. just prior to meal service. #CanadaTogether is a national initiative to inspire, educate & engage Canadians as we band together during these times. This initiative

says thank you to all the frontline workers by showing them we are all in this together and together we will get through this very difficult time.

On April 9th the residents got a surprise visit from the Essential Easter Bunny. Treats were given out and lots of smiles and laughs were shared. A very big thank you to our team member Ev Fess, who donned the bunny suit and surprised the residents and staff with this visit!

Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.74%	99.44%
Move-Ins	9	15
Discharges	6	12

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

An inspector from Public Health attended the Care Community March 5, 2020 to complete an inspection of the main production kitchen. There were no violations noted as a result of this visit.

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

Annual testing of the Fire Alarm System was held in February.

Fire drills were held on two shifts only for March.

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 released April 25, 2020.

Written Complaints Summary

Written complaint related to fact that the “Saugeen Suite” was in use when resident palliative and therefore not available for palliation. Written response provided, meeting with family member outstanding at this time.

Compliments/ Colour It Story

The Care Community has been overwhelmed with support, care and kindness received from family members and the Community at large. Families are appreciative of interventions we have put in place to keep their loved ones safe and the Colour It Connect program. We have received donations of food, flowers, hand sanitizer, an iPad, masks and many comments and gestures of support including cards, trinkets left to brighten the Care Community and a drive by parade.

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.