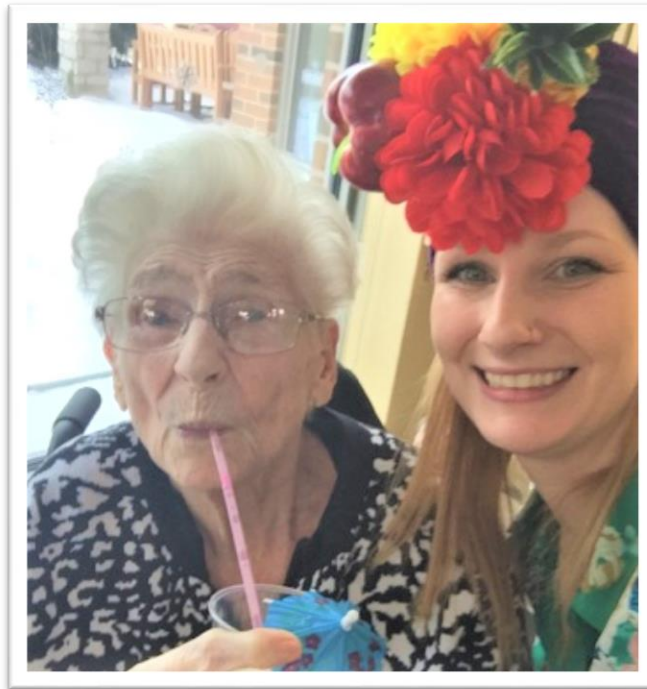


Lee Manor



Grey County Operations Report to Committee of Management Open Session

Submission Date: March 10, 2020

Information for the months of: December 15, 2019-February 14, 2020

Endorsed by Council:

Quality

Publicly reported indicators/Survey Results

Q2 2019 (July-September 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Lee Manor			
		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%	36.40%	36.90%	34.1%	35.3%
Worsened ADL	32.4%	36.8%	41.1%	40.8%	37.5%
Worsened behavioural symptoms	12.5%	13.9%	12.4%	10.4%	9.9%
Worsened mood from symptoms of depression	22.4%	30.9%	27.9%	24.3%	20.2%
Taken antipsychotics without a diagnosis of psychosis	18.7%	20.5%	19.8%	19.8%	17.8%
Has fallen	16.4%	12.3%	12%	11.4%	11.9%
Worsened stage 2 to 4 pressure ulcer	2.5%	1%	1.3%	2.0%	2.4%
New stage 2 to 4 pressure ulcer	2.1%	0.8%	0.9%	1.6%	1.8%
Daily physical restraints	3.8%	3.4%	2.4%	1.7%	1.6%
Worsened bladder continence	17.5%	19.6%	18.3%	19.0%	17.1%
Has pain	5.7%	1.9%	2.5%	3.3%	3.5%
Worsened pain	9.6%	10.1%	9%	8.6%	9.1%

The 2nd 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 one area. 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

Ministry of Long-Term Care Inspectors were on site at Lee Manor for five days from January 27th to 31st, 2020. The purpose of the visit was to conduct a Complaint inspection. The report was received on February 6th, 2020. There was one area of non-compliance from this inspection.

- Written notification and Voluntary Compliance Plan- End of life care: The Licensee failed to ensure that residents received end of life care in accordance with directions specified by the prescriber.
 - Corrective Actions -
 - Review of all residents with end-of life directives to ensure that all interventions prescribed by provider are being followed.
 - Education of staff and audits to ensure staff compliance.

During this visit the Inspectors followed-up on the Compliance Orders from a previous visit related to Plan of Care, Policies and Falls Prevention and Management Program. All areas of concern were found to be in compliance.

[Complaints Inspection Feb 06, 2020 - PDF](#)

People

Lee Manor's Food and Nutrition Manager, Shannon Cox took on the role of Executive Director at Grey Gables effective January 13th, 2020. Recruitment efforts to fill Shannon's previous role have been successful, the position is expected to be filled in March.

Several students from Georgian College Personal Support Worker program are completing their placements at Lee Manor.

Projects, Location Events and Other

The Holiday season offered an abundance of festive opportunities for residents to enjoy throughout December! Perhaps the most popular was a special guest in a big red suit who found the time to stop by and pose for individual photos which were later delivered to residents. The Santa keepsakes were proudly displayed by residents for all to see.

Residents were also delighted to accept an invitation from St. Mary's students for a special holiday visit. The Grade 12 Religion class was learning the importance of giving back to their community and joined us for a special edition of Holiday Bingo. The students appeared equally as pleased with the experience as they assisted residents during the game, and shared stories and smiles throughout. Although not everyone got to shout BINGO, everyone left a winner, we look forward to having our high school friends visit again!

Residents were recipients of several additional acts of kindness from our community. Many service groups, organizations, clubs and anonymous individuals shared the spirit of the holidays by sharing hand crafted greeting cards, crafts, crocheted blankets, and hand-made lap quilts and aprons, so no resident went without on Christmas morning.

Unfortunately, the new year brought with it a respiratory outbreak, followed by an enteric outbreak where group activities were cancelled and/or limited during this time. Despite the circumstances, all staff made additional efforts to engage residents by spending one-on-one time with them to meet their needs in the moment by "Colouring It Their Way". Luckily, we had the all clear from Public Health to proceed with our planned Valentine's event. Residents enjoyed a beautiful musical performance by a newly recruited entertainer to Lee Manor, who residents gave glowing reviews! The Dietary Department also highlighted February 14th with a very special homemade dessert – Red Velvet Cake, complete with embossed valentine's hearts and sprinkles. We also acknowledged staff with a "heartfelt thanks" and provided some sweet treats and chocolate for the occasion.

Another February highlight was a learning program coordinated with the Billy Bishop Museum. Various artifacts from the museum were passed around for a hands-on experience. Randy Foulds was the guest speaker who spoke about the history of WWI, as well as his own experiences as a member of the Royal Canadian Airforce for over 25 years. The residents interacted and shared some of their own stories and pictures among the group. This program was very popular with residents, so we are busy coordinating future speakers to join us in the coming months.

Lastly, at the end of 2019, residents and family members completed our annual survey to measure their level of satisfaction with our care and services. The consulting firm Align has tabulated the results which are very encouraging! A full report will be designed and distributed in the upcoming weeks.

Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
Occupancy	98.08%	98.08%

Move-Ins	6	6
Discharges	7	7

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

There were no visits from stakeholders during this reporting period.

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

Lee Manor experienced an Enteric Outbreak from December 19th, 2019 to January 6th, 2020 and a Respiratory (Influenza A) Outbreak from January 30th to February 10th, 2020. All measures were implemented as per the direction of Public Health.

Code Red (fire) was practiced monthly on all three shifts.

Written Complaints Summary

There were no written complaints received during the reporting period.

Compliments/ Colour It Story

The home and staff continue to receive numerous verbal/written compliments and gestures of thanks in appreciation of the excellent care and service provided.

Resident/Family Council Updates

The first Resident Council meeting of 2020 was held on January 9th. The residents focused on reviewing the Terms of Reference and Roles and Responsibilities to determine how their meetings would operate moving forward in 2020. Unfortunately, the February meeting was cancelled related to our outbreak status.

Family Council was held on February 13th whereby they extended an invitation to the recently appointed Director of Long-Term Care to join them. Jennifer Cornell gladly accepted the invite and shared an overview of the Long-Term Care vision. Members were very pleased with the presentation and the opportunity for a meet and greet!