

Grey Gables, Lee Manor, and Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: October 3, 2022

Information for the Months: June 15-August 14, 2022

Endorsed by Council:

Quality

Colour It Your Way -is it “Leading Based Practice”, is it “Equitable & Reliable”, does it “Colour It”?

Publicly reported indicators/Survey Results

Q4 2022 (January – March 2022)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q4 Jan-Mar/22	Q4 Jan-Mar/22	Q4 Jan-Mar/22
Improved or remained independent in mid-loss ADL	28.9%	20.3%	40.2%	35.5%
Worsened ADL	32.4%	38.1%	36.0%	31.4%
Worsened mood from symptoms of depression	21.2%	29.1%	27.4%	23.8%
Taken antipsychotics without a diagnosis of psychosis	21.2%	7.9%	16.5%	10.0%
Has fallen	16.1%	12.3%	17.0%	18.3%
Worsened stage 2 to 4 pressure ulcer	2.4%	1.7%	2.7%	0.8%
Daily physical restraints	2.5%	0%	1.0%	0.9%
Has pain	5.2%	0.8%	4.6%	0.2%
Worsened pain	8.9%	5.4%	5.3%	7.4%

The Canadian Institute for Health Information has not released Q1 April-June 2022 data at the time of this report. The above data was shared at the last Committee of Management meeting. The Accreditation and Quality Specialist and Clinical Specialist continue to meet regularly with the teams in the care communities to ensure operating standards are maintained and support quality improvement plans.

Operational Reviews

Grey County Long-Term Care homes are partnering with CareRx to implement a medication reconciliation program called **BOOMR; Better Coordinated Cross-Sectoral Medication Reconciliation program called BOOMR**).

BOOMR is a medication reconciliation program that drives improvement in medication safety during resident move ins and supports transitions in care. The program will help to identify, before residents

move-in, any discrepancies in medication from hospital, home and/or family practitioners, ensuring we have the most up to date and accurate medications for our residents upon arrival. Often from the time of application to admission there can be many medication changes. The program is proven to reduce medication errors, polypharmacy, medication delays, and inefficiencies, while also improving resident satisfaction and wellbeing.

The BOOMR program

- Gathers each resident's medication history from a variety of sources
- Connects with residents and family to verify medication use and times; sometimes what is prescribed may not always be implemented at home
- Leads a trio call with the pharmacist, LTC nursing staff, and LTC physician to finalize admission orders based on the full picture.
- Ensures the most up to date medication orders will be delivered to the home on admission date.
- Has proven to save admission time; 3 hours of nursing time and 1 hour of physician time

As part of the County's comprehensive risk management program, the Quality Specialist and the Clinical Specialist are scheduling operational reviews with each care community. The 2022-2023 schedule has been arranged to visit each care community monthly, to review an area of focus using the Quality and Risk Management Framework; highlighting strengths, supporting consistency of practice for the care communities, and determining if changes need to be made to systems and processes. June focused on the resident experience, clinical care, specifically the medication management systems.

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

Grey Gables

Ministry of Long-Term Care inspectors have not visited the care community during this reporting period.

Lee Manor

Ministry of Long-Term Care inspectors have not visited the care community during this reporting period.

Rockwood Terrace

Ministry of Long-Term Care inspectors attended the Care Community in June to conduct a Critical Incident System Inspection. There were no areas of non-compliance, and their report is linked below for your review.

- [Rockwood Terrace Critical System Inspection Report July 4 2022](#)

Outbreaks

Grey Gables

Grey Gables had a suspect COVID-19 Outbreak declared on July 9th and declared over on July 15th.

Lee Manor

Lee Manor had a suspect COVID-19 Outbreak on the 3rd South home area which was declared on July 10th and declared over on July 14th.

Rockwood Terrace

Rockwood Terrace had a COVID-19 Outbreak declared on the third floor on July 10th which was declared over on July 19th. Three residents were affected by the outbreak. The team utilized the auditorium as a COVID-19 unit with dedicated staff. This was a strategic effort to contain the spread and minimize the isolation time for residents that were not positive or symptomatic.

On August 3rd, Public Health declared a COVID-19 outbreak on the second floor. At the time of this report, this outbreak has affected 23 residents, 20 of whom have resolved. While we commenced use of the auditorium to control the outbreak, we were unable to continue this strategy due to the number of cases and available human resources.

People

June 15-August 14, 2022	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	11	26	11
Number of Staff Onboarded	2	10	3
Number of Retirements/ Resignations	1	3	8
Number of Student Placements	2	1	7

Projects, Location Events and Other

Grey Gables

In honour of Father's Day, we celebrated with a variety of special events to celebrate the gentleman that call Grey Gables home. We held a very successful Men's BBQ, and our decorations and our outfits followed

our theme of “Wear Plaid for Dad.” At the end of June, we held a Strawberry Social, and enjoyed an afternoon of fellowship.

Residents enjoyed a bus trip to Harrison Park in Owen Sound. Later in the month we welcomed the Owen Sound Antique Car Club back to Grey Gables. These historic cars were a great addition to our 50’s themed event that also included poodle skirts, root beer floats and of course lots of rock and roll music.

Every week the physio department and the program staff work together to get our Residents up and moving so we can reach our goal of walking across Canada. This multidisciplinary approach is such a beneficial program, and everyone can track our progress just inside the front doors.

Due to some hot steamy weather our second bus trip of the summer to the Hanover Racetrack did not go as planned but that didn’t prevent us from enjoying some horseracing excitement on our own terms. We brought the Kentucky Derby to Grey Gables including fancy hats, mint julep cocktails and of course lots of racing fun.

2022 marked the 164th Markdale Fall Fair and the residents were excited by all the ribbons that were won. Homegrown vegetables, flowers, baking, and handicrafts were all submitted for judging this year. Grey Gables is very proud of the three-1st place, seven 2nd place & four 3rd place ribbons we brought home from this year’s Fall Fair!

Lee Manor

June and July brought about many traditional and unique programming opportunities for the residents of Lee Manor. Some of the annual events include weekly outdoor picnics, community bus outings, outdoor entertainment, and outdoor water games. These traditional programs are well received by the residents, visitors, and staff at the home and are often key markers of the summer season. Some of the more unique opportunities and special events held include a Tim Horton’s Day, a Booze & Tattoos event, a Frozen Cocktails Cart, Canvas Art, and a live stream of the Toronto Blue Jay’s game on the projection screen in the Ice Cream Parlour.

August programming also included an abundance of outdoor opportunities for the residents. We continue to host weekly outdoor entertainment, picnic lunches, and church services in the Familee Garden. On August 12th the home held a Tropical Friday theme day. Residents participated in thematic programming, including a tropical drink cart in the morning and steel drum entertainment in the afternoon. The Dietary department transformed the menu offering a variety of themed entrees and desserts. Staff were invited to dress up for the occasion, and an appreciation event was held in the Ice Cream Parlour! Staff were recognized with a slice of delicious cake and tropical punch as a small token of thanks for all that they do.

Rockwood Terrace

During this period unfortunately, we experienced two covid outbreaks, so we had to pivot and make some changes to programming as part of our due diligence to contain the spread. Residents enjoyed word searches, art projects, walks in the garden and ice cream treats when restrictions were in place.

Rockwood Terrace celebrated all the men of the Home with a special Father’s Day Celebration on Friday June 17th. A pizza lunch was served, and everyone enjoyed socializing in this relaxed environment.

Residents worked on an art project in June to showcase our Mission Statement “Colour It”. Everyone enjoyed expressing their creative side picking any colour they wanted to create this beautiful work of art on a repurposed canvas. This beautiful creation is now proudly on display, and we thank the residents who created the masterpiece!

The Recreation Team hosted a Summer Carnival on July 27th. This event took place over the course of the whole day in our Pinegrove Garden. Residents enjoyed games, snow cones, tattoos, and music with Cara! We were happy to have so many families join us for the festivities and lots of laughs were shared by attendees.

On Saturday July 30th and August 15th Sharon Pegelo did a butterfly release with our residents. The residents have enjoyed this in past years and once again this activity did not disappoint. Some of the beautiful monarchs flew away immediately, while others stuck around on the hands of our residents before taking flight.

Occupancy

2022 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	July-Aug 2022	Year to Date	July-Aug 2022	Year to Date	July-Aug 2022	Year to Date
Occupancy	93.57%	91.76%	97.41 %	95.38%	97.66%	96.29%
Move-Ins	6	22	10	38	5	20
Discharges	6	20	3	35	2	16

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

Grey Gables

The Electrical Safety Authority (ESA) completed an inspection on Continuous Safety Services. An audit of the electrical work recorded in the logbook was conducted and there were no defects identified.

Lee Manor

The Technical Standards and Safety Authority (TSSA) visited the care community during the reporting period to conduct an audit of electrical work recorded in our logbook. There were no issues identified during their inspection.

Rockwood Terrace

Representatives from Public Health attended the Care Community July 12 and August 8 to complete Infection Prevention and Control Audits in conjunction with outbreaks. All recommendations (2) put into place.

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

Grey Gables

Monthly fire drills were held as per legislation.

On two separate occasions during the reporting period weather warnings were issued of potential tornados. During one of these storms the heavy rain fall impacted the tenant space with flooding. Due to the design of the roof and the window well that has an exhaust for the air conditioner in it, the water entered the building. Repairs and clean up has been completed, temporary solutions have been put into place until supplies and work can be completed on the window well and eavestrough.

Lee Manor

Monthly fire drills were held as per legislation. We also completed a review of Code Green (fire evacuation) with staff.

There were two separate occasions during the reporting period whereby inclement weather impacted our region. A weather warning and a tornado warning were issued, we actively responded with our Code Orange protocols. On the evening of July 11th parts of the city experienced a “brown out” through the night stemming from inclement weather. As a result, the care community experienced a drop in voltage in our electrical power supply which damaged the power supply to one of the washing machines, as well as a motor and a digital controller that supports one of the air handler units. Repairs were necessary but there was no impact to service delivery to residents.

Rockwood Terrace

Monthly fire drills were held as per legislation.

Work continues on the installation of the sprinkler system for main floor. The contractors have completed about 40% of the work involved and expect to have the entire project completed in about five weeks time. This will include some overnight work in areas not accessible during the day.

Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	3	4	1

Written Complaints Summary

Grey Gables

Grey Gables received three written complaints during the reporting period. The complaints were followed up by the care team and addressed to complainant's satisfaction

Lee Manor

Lee Manor received two written complaints during the reporting period. The complaints were followed up by the care team and addressed to family/resident satisfaction.

Rockwood Terrace

The Care Community received one written complaint during the reporting period. The complaint was addressed to the complainant's satisfaction.

Compliments/ Colour It Story

Grey Gables

Grey Gables has always been fortunate to have outstanding support to keep our memorial garden looking beautiful. Residents, family members, volunteers and staff have all helped to provide us with the most extraordinary paradise just outside our back door. This summer one of our amazing staff members volunteered her time (and her husband's time) to get our pond up and going. So many residents, visitors and staff are enjoying the beautiful water fountain and watching our new goldfish having fun in their new home!

Lee Manor

The home is particularly proud of its very own "Ice Cream Truck," inspired by trends on social media. After researching community sources and "do-it-yourself" options, the department took a chance on an Ice Cream Truck play-tent. The tent fit perfectly on a maintenance dolly and their vision came to life! The department will continue to schedule monthly Ice Cream Truck Days for the residents to enjoy. This program has been so successful, we have had team members from other departments volunteer to facilitate the event.

While the Colour It promise and philosophy of care is often positive in nature, there are times where we must Colour It in sadness and loss. Recently, Lee Manor unexpectedly lost two beloved team members. This profound and sudden loss greatly impacted the staff, residents, and visitors of Lee Manor. Social Work support was provided to residents, families, and staff in need. Team members were embraced and reminded of the Life Works program for counselling and support. All members of the Lee Manor community came together, leaned on one another, and supported each other in their grief. To honour and recognize these two individuals, two butterfly plaques have been placed on the memorial tree on the home's main level. We hope that these mementos bring peace to the staff, residents and visitors who held connections with these staff, and act to Colour It with relationships at the home. *"A butterfly*

lights beside us like a sunbeam. And for a brief moment, its glory and beauty belong to our world. But then it flies on again, and though we wish it could have stayed, we feel so lucky to have seen it.” – Author Unknown.

Rockwood Terrace

The long weekend in July marked Durham’s 150th anniversary and the home took part in the festivities by participating in the Home Coming Parade on Saturday July 2nd. Team members prepped the float ahead of time and residents were happy to join the parade following in a bus behind the float! It felt great to be part of a community celebration especially after the overwhelming community support Rockwood has received over the past few years as we navigating the pandemic. Several other events to honour homecoming were held in the home including a scavenger hunt, trivia and an art project.

Resident/Family Council Updates

Grey Gables

Residents’ Council met on June 28th and July 28th. No issues or concerns were raised at the June meeting. The 2033/23 Quality Improvement Targets and Initiatives were reviewed. The team also shared the strategies currently being utilized to help with the PSW shortage.

Family Council met on June 29th. Renate Cowan, Accreditation & Quality Specialist presented the Fixing Long-Term Care Act overview and answered questions around the upcoming Accreditation Survey.

Lee Manor

Family Council continues to meet monthly. At Family Council request, we have introduced a hybrid model to support in-person and virtual attendance. Members may attend the Hillside Courtyard to join the meeting in-house, or they may continue to attend virtually by Zoom. The Council recently identified recruitment to Family Council as an action item. The home is in the process of developing an information pamphlet to support staff, volunteers, and Council members to promote interest in joining the Family Council. We will continue to brainstorm and strategize to promote the Family Council and its importance in the home.

Resident Council also continues to meet monthly, in-person with physical distancing and voluntary resident masking. The Council continues to be well engaged in the meetings, voicing their interests, and sharing their feedback. At Resident Council request, the Owen Sound City Band attended the home for an evening performance. This event was enjoyed by all, and we look forward to their return in the Fall. More recently, the Council requested live animal visits to the home. We are pleased to share two miniature ponies will be in attendance to the FamiLee Garden on August 15th. We look forward to this program and to continuing to support the Council’s interests and requests.

Rockwood Terrace

Family Council met June 28th. Updates were provided related to the redevelopment project, the Resident and Family Satisfaction Surveys and action plan, program reviews and the 2022/23 Quality Improvement Plan.

Resident's Council met June 6th and July 4th. The Quality Improvement plan, recent Ministry of Long-Term Care visit and planning summer events were topics covered at these meetings.