

# Grey Gables, Lee Manor and Rockwood Terrace



## Grey County Operations Report to Committee of Management Open Session

Submission Date: September 22, 2020

Information for the Months: June 15 – August 14, 2020

Endorsed by Council:

# Quality

Publicly reported indicators/Survey Results

Q4 2020 (January – March 2020)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q4 Jan-Mar/20	Q4 Jan-Mar/20	Q4 Jan-Mar/20
Improved or remained independent in mid-loss ADL	28.7%	26.3%	35.6%	40.4%
Worsened ADL	34.4%	37.0%	39.2%	23.3%
Worsened behavioural symptoms	12.5%	16.5%	8.7%	11.3%
Worsened mood from symptoms of depression	22.2%	31.5%	19.2%	15.5%
Taken antipsychotics without a diagnosis of psychosis	18.5%	7.4%	15.1%	1.7%
Has fallen	16.4%	12.2%	14.7%	14.6%
Worsened stage 2 to 4 pressure ulcer	2.5%	1.7%	3.2%	1.7%
New stage 2 to 4 pressure ulcer	2.0%	1.2%	2.8%	1.5%
Daily physical restraints	3.4%	0%	2.3%	1.2%
Worsened bladder continence	17.6%	14.9%	20.1%	13.8%
Has pain	5.6%	1.6%	1.9%	2.0%
Worsened pain	9.5%	8.2%	5.9%	5.8%

The Q4 data from the Canadian Institute for Health Information (CIHI) shows that the care communities continue to make improvements in several areas. Improvements are reflective of ongoing focused initiatives and data accuracy. Quality improvement programs continue for the areas that are above the provincial average.

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

## Grey Gables

There have been no visits from the Ministry of Long-Term Care during the reporting period. Grey Gables has not received any follow up on the Director Referral issued on February 18, 2020

## Lee Manor

There were no Ministry of Long-Term Care inspections held during the reporting period.

## Rockwood Terrace

Two inspectors from the Ministry of Long-Term Care attended Rockwood Terrace from August 17-21, 2020. The purpose of their visit was to follow up on five Critical Incident reports and they added one additional report while on site. As a result of their visit, one written notification related to safe transferring and positioning devices or techniques when assisting residents, requiring a voluntary plan of correction was received. This plan of correction was already implemented at the time of the incident. A copy of the Public Report is attached.

[MOLTC Critical Incident System Inspection RT August 25 2020](#)

## Surveillance Testing

### Grey Gables

Surveillance testing continues to be provided on site, over two days, every two weeks. Compliance ranges from 23-41%. Testing also occurs if a team member presents with symptoms and upon return from an extended leave.

### Lee Manor

Lee Manor increased surveillance testing to two consecutive days every two weeks beginning in August. The additional dates resulted in increased participation in comparison to the clinics which were held twice per month in June and July.

### Rockwood Terrace

Surveillance testing continues to be provided on site, over two days, every two weeks. Compliance ranges from 35-42%. Testing also occurs if a team member presents with symptoms and upon return from an extended leave.

## Outbreaks

There have been no outbreaks at any of our care communities during this reporting time.

# People

## Grey Gables

Grey Gables continues to hire for the nursing department. We continue to use the Emergency Support Workers (ESW) to help with screening and supporting both the nursing and program departments in Colouring It for the Residents.

In July we were pleased to welcomed Dianne Greig as our new RAI Coordinator, Dianne has over 25 years of experience in healthcare and worked as a Registered Practical Nurse at Lee Manor for 11 years. Her knowledge of long term care along with her clinical and documentation experience will be a great asset to the home and for the Residents.

## Lee Manor

Lee Manor has faced staffing challenges related to leaves of absences associated with COVID-19, as well as implications of Directive 3 whereby staff are restricted to work in one health care location. Lee Manor has responded with recruitment and hiring strategies to assist staffing levels. We are very grateful to our staff for their hard work and dedication throughout these unprecedented times.

We continue to use the Emergency Support Workers (ESW) role to support active screening and assist with care duties in home areas. Their support has been well received by both staff and residents. Re-deployed staff (4) from Grey Roots have also been key partners in care and will be greatly missed when they fully transition back to Grey Roots in August, one staff will remain until early September.

On July 27<sup>th</sup>, we welcomed Lindsey Watson as the Office Coordinator for Lee Manor. Lindsey previously worked for the City of Owen Sound as well as the Municipality of Brockton. She has an impressive background in finance and is becoming acquainted to the long term care environment. We are very pleased to have her on the leadership team.

## Rockwood Terrace

Fifteen RPN students from Georgian College completed their six-week clinical placement at Rockwood Terrace over July and August. We are also hosting an additional group of RPN students for the fall semester.

Appreciation is extended to the team at Rockwood Terrace for their tireless efforts over the summer months to enable vacation coverage as we continue to work during these exceptional circumstances.

## Projects, Location Events and Other

### Grey Gables

Although our traditional LTC activities and events look considerably different we are so proud of the creative and imaginative ways we are bringing joy and fulfilment to our Residents.

On Sunday June 21<sup>st</sup>, the men were celebrated with a full day of Father's Day events. Our local John Deere dealership was gracious enough to provide us with a brand-new hat for all this Father's Day. Each one of our twenty-one fellas looked great in their black "STIHL" hat and a wonderful volunteer made a special homemade card to go with it. A yummy Father's Day breakfast was served to all and we ended the day with a fantastic fried chicken meal for all to enjoy. In between we were busy with virtual calls, window visits and outdoor visits for all the dads.

June allowed us to finally look out our windows and see the world turning green and get outdoors. Both garden areas were opened, and many Residents spent time outdoors enjoying the warm sunshine and the wonderful sounds of spring.

On Thursday June 18<sup>th</sup> we officially began offering outdoor visits. We appreciated the important roles that families, friends and visitors play in providing caregiving and emotional support to our Residents, so we were very excited to offer this as an option. Outdoor visits provided a bit more of a personal connection between residents and their families. While this was a great option for many, others continued to enjoy window and virtual visits through our Colour It Connect program.

On Saturday June 20<sup>th</sup> we had the pleasure of welcoming the Beaver Valley Pipes and Drums. It was a fantastic morning of front porch (while social distancing) sitting for everyone as we enjoyed the sounds of Scottish bag pipes.

July saw the re-introduction of many services within the home. The social worker returned on July 7<sup>th</sup> and has been providing much needed 1:1 support and guidance for both Residents and family members. We welcomed back hairdressing services on July 8<sup>th</sup>. This has been going extremely well and everyone is feeling and looking amazing as a result. Footcare services were re-introduced on July 20<sup>th</sup>. This too has been very successful and appreciated by all. Roseanne, our facility chaplain returned on July 23<sup>rd</sup> and has been a major support for the Residents spiritual and emotional needs. OT Services returned this month as well. Wheelchair assessments and outstanding ADP applications are slowly getting caught up and her regular attendance in the home has been such a support to both staff and Residents.

Our summer activities have been going extremely well. We have been holding weekly BBQ's in the Maple Garden with great success. One wing will eat their BBQ lunch outside while the other two wings enjoy their BBQed meal in the wings. The weather has been extremely accommodating this year with very few missed BBQ's. We have hosted musical performances outside every Wednesday. We have enjoyed sitting on our front porch listening to the sounds of a variety of our favorite entertainers who have adapted to playing outside with grace and charm. Weekly we are continuing with socially distanced BINGO, virtual Church Services from the Markdale Baptist Church, Garden Strolls, Ice Cream Truck and pamper me programs.

On July 24<sup>th</sup> we introduced indoor visits to our home. We have a dedicated area set up inside our chapel and each visitor must attest to having a COVID 19 negative test within the previous two weeks. A surgical mask is provided by the home and it must remain on throughout the visit.

In early August we began The Designated Care Partner (DCP) pilot project. Visits from our DCPs have begun and we are confident this program will continue to work well going forward.

## Lee Manor

Lee Manor continues to adapt and accommodate the ongoing changes brought on by the pandemic, using recreation and leisure as a thread of normalcy in an otherwise abnormal time.

We continue to seek out music opportunities to host outdoor concerts in our centre courtyard. These concerts allow for residents with courtyard facing windows to enjoy familiar tunes from the comfort of their bedroom, while others can attend physically distanced in the courtyard and Ice Cream Parlour.

In June we celebrated Father's Day with resident crafted door décor, a themed snack cart, and mobile photobooth for the residents. While the men certainly missed their annual fish fry, they were well celebrated by the staff. The residents enjoyed more festive celebrations for Canada Day, including staff dress-up, a festive lunch dessert and holiday activities.

Throughout the month of August, we have planned and facilitated theme days each Wednesday. Some of the past and upcoming themes include Baseball Day, Tropical Beach Day, the Lee Manor Salmon Spectacular and a Fall Fair Affair. All staff are invited to dress according to the theme and the residents are invited to participate in small group activities to celebrate. The dietary department has also been incorporated to develop a specialized menu item unique to each day.

This summer has seen a variety of changes and adaptations to our visiting methods offered through the Recreation department. We continue to offer virtual visits through the Colour It Connect program, where families can participate in weekly Skype / FaceTime videocalls with their loved one. We have also maintained Window Visits, where residents can visit with their loved one through prescheduled opportunities on our main floor. Beginning in mid-June we introduced Outdoor Visits, where residents could visit with their loved one through prescheduled opportunities at the visiting stations created at the home's front entrance. The Outdoor Visits have been very popular amongst our residents and their family members, resulting in upwards of 20 visits per day. Visiting options were extended further with the Designated Care Partner Pilot program that was initiated the first week in August. We gladly welcomed our first official DCP on August 11<sup>th</sup> who after completion of screening and education was able to provide resident support in their room.

The Recreation department continues to seek out opportunities amongst the busy visiting schedule to incorporate Neighborhood Time activities. This style of programming allows for the Recreationist to meet the needs of the residents on the home area through various activities on mobile carts. Some examples of things that may be facilitated during Neighborhood Time include doll therapy, robotic pet therapy, jigsaw puzzles, books, magazines, therapeutic coloring, iPod therapy, and small group opportunities such as cards and other games. We have equipped our carts with sanitizer to promote safe hand hygiene practices and continue to cohort our residents to their home areas.

## Rockwood Terrace

Life remains challenging at Rockwood Terrace but with some restrictions lessening we have been able to put forward some positive changes that have improved the quality of life for our Residents during these difficult times. The staff remain supportive, creative, united and positive to support all residents, families and one another.

On Monday June 15<sup>th</sup> residents who live on the 3<sup>rd</sup> floor returned to communal dining on the main floor. Our dining room looks a little different than it did before as we have had to spread the tables out and even utilize the library to ensure proper social distancing. It was wonderful to see the residents return to a more social setting to enjoy their meals as we moved away from room service.

On Tuesday June 30<sup>th</sup> we introduced a hybrid dining model for the residents residing on second floor. The space is challenging on second floor as many residents used to dine on the main floor, but we managed to make dining more pleasurable and social as we moved away from total room service. Some residents are still receiving room service, but the majority of residents are in dining rooms or lounges sitting at tables and now able to socialize during mealtimes.

In honour of Father's Day, on Friday June 19<sup>th</sup> we celebrated all the men of Rockwood Terrace. Our outdoor party got re-routed indoors due to the hot weather where the men enjoyed an afternoon of Music with Cara Smith. They sang along, danced and reminisced as the music played. The Recreation Staff served goodies and some near beer while being able to visit with co-male residents from their home areas. This traveling party moved throughout the whole home, catching all the men of the Rockwood in one way or another. All the men received new ball caps in honour of Father's Day, which many of them have proudly worn all summer! The men felt spoiled and enjoyed all the extra attention they received and deserved! We were honored to recognize and celebrate all the amazing men of Rockwood Terrace.

We delivered homemade individualized cards to all the men on Father's Day weekend, and helped to support the many virtual, window and outdoors visits that were booked. The men also had gifts and care packages from their families that were delivered by the Recreation Team. Families were very creative coming up with different ways to honour their dads and grandfathers during these unprecedented times. Although they were not able to hug or touch their families the love and care shone through in so many ways!

On Friday June 19<sup>th</sup> we had our first outside visit. It was great to see residents and families being able to connect without a screen or window in between them! Although social distancing rules are still in effect with these visits, being able to sit outside and socialize has been a great improvement for many of our residents. Some families still choose to have window visits as you can bring more people and pets!

Residents enjoyed a drive through car show on July 4<sup>th</sup>, thanks to a group of local car club members. This event was organized by Jim and Joan Scott from Walkerton We are excited to announce that we will be having another drive through Car Show on Tuesday August 25<sup>th</sup> at 10:00 a.m. This one is being organized by John Lockner and the AAA Car Club. We appreciate everyone's efforts in trying to provide meaningful activity to our Residents during these times!

Everyone was very happy with the return of Pam our in-house hair stylist on Tuesday July 14<sup>th</sup>. Pam was very busy for several weeks working her way through seeing all residents and getting rid of their "Covid Hair". With the safe return of hair care services our residents look and feel so much better. Unfortunately due to covid and work restrictions Pam has now resigned from our home, she was with Rockwood for 26.5.

Our first indoor visit was held on July 24<sup>th</sup> and these continue to go well. Outdoor visits remain the most popular visiting platform with the weather being nice and the covid test no longer a requirement for

such visits, however families and residents love to have options to choose from. Virtual and window visits remain popular and continue to be supported by our dedicated Recreation Team!

On July 21<sup>st</sup> we had our first outdoor garden music event with Ron McManus. We have started hosting music in the garden weekly where we can distance residents safely and still enjoy some entertainment. Al Crawford and Mary Anne Holst have also provided music to our residents. These are scheduled into September, so we hope for nice weather into the fall months!

Small group programming continues with bingos, crafts, sundae carts and exercise classes. The number of such programs are greatly reduced to what we once offered due to the increased need of supporting family visits, but we have had the opportunity to start some of these programs up again in a modified way.

## Occupancy

2020 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Reporting Period	Year to Date	Reporting Period	Year to Date	Reporting Period	Year to Date
Occupancy	100	100	99.06	99.1	98.4	98.6
Move-Ins	3	14	9	30	7	24
Discharges	2	11	7	25	7	23

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

### Grey Gables

We have had no stakeholder visits but remain in constant contact with Public Health with anything related to COVID 19.

### Lee Manor

There have been no stakeholder visits during the reporting period. We have ongoing communication and consultation with our partners at Public Health related to COVID issues as they arise.

### Rockwood Terrace

While we continue to be in constant communication with Public Health related to ongoing COVID interventions and potential changes, there have been no visits from stakeholders during the reporting period.



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

### **Grey Gables**

Fire drills continue to occur on each shift every month. Code Black (Bomb) and Code Brown (Chemical spill) was reviewed in August with staff.

Signage and screening tools are in place as related to COVID 19 and continue to be updated. Isolation rooms are still being utilized to isolate Residents that are either new admissions or until test results come back.

### **Lee Manor**

Fire drills were performed monthly on all three shifts.

Earlier interventions put into place in response to COVID 19 to maintain resident, staff and visitor safety remain in effect (education, signage, PPE supply tracking, surveillance testing, active screening, isolation rooms, masking, hand hygiene, dining room service adjustments, staff room barriers etc.).

### **Rockwood Terrace**

Fire drills continue to occur on each shift every month. Our plans for code reviews were delayed somewhat due to COVID, but as of August we have commenced plans that will ensure all reviews occur prior to year-end.

The Care Community is currently preparing for Influenza Season.

## **Written Complaints Summary**

### **Grey Gables**

No written complaints were received during the reporting period.

### **Lee Manor**

No written complaints were received during the reporting period.

### **Rockwood Terrace**

No written complaints were received during the reporting period.

## **Compliments/ Colour It Story**

### **Grey Gables**

Grey Gables continue to receive many compliments related to care and kindness of the staff to the Residents during this ever-changing world. The program department continue to colour it daily for

families and resident's by organizing and ensuring that every facetime, indoor/outdoor and DCP visit is a positive experience.

## Lee Manor

Lee Manor had the pleasure of onboarding Emergency Support Workers who have been assisting several departments during the pandemic. Some of these persons had history with Lee Manor through previous high school Co-Op placements, employment, and others joined us for the first time. Through this position several ESW's found a passion for health care, specific to long term care. These individuals are now pursuing further education to support a career in LTC. We are grateful for the opportunity to have shaped their new career path. They are eager to re-join our team and continue to Colour It for the residents in the future.

## Rockwood Terrace

On August 13<sup>th</sup> all the residents enjoyed a tasty Summer BBQ with the Leadership Team serving the meal to all. Corn on the cob, BBQ'd hamburgers and hotdogs, as well as summer salads were served to our residents who raved about the food and festive setting.

We continue to receive many written and verbal compliments related to care and kindness provided to both residents and their families.

## Resident/Family Council Updates

### Grey Gables

Family Council held a zoom meeting on June 25<sup>th</sup>. Jennifer was able to join us and spoke about the DCP Pilot Project and asked the council for their input on the draft policies. Family Council did not meet in July and August.

Residents Council has not met formally since the home was closed; however, we continue to gather Resident input on a regular basis. If the restrictions allow, we are planning on hosting a Residents Council meeting in September to allow Residents to audit services and provide suggestions as we head into the later parts of 2020.

The program staff did a food audit for the kitchen staff in July. Input on dining service and suggestions for the menu were gathered. Fifteen Residents were interviewed (1:1) and feedback was provided to the acting FSM.

### Lee Manor

After a few months of pause related to COVID, Family Council resumed monthly in a new virtual format versus on-site meetings. We continue to provide updates on internal operations and gather important feedback from the Council. Members are always appreciative for the opportunity to connect and ask questions regarding the many changes that have occurred throughout the pandemic. We have consistently hosted a regular group of attendees and encourage new participants to join through our monthly newsletter. Our next meeting is scheduled for September 1<sup>st</sup>.

While Resident Council has not met as a large group in quite some time, we endeavor to connect regularly with Council representatives. We have also incorporated the Ontario Association of Resident Council's bulletin to provide updates to residents on home operations through internal mail and at our calendar boards. In July we also hosted small group resident meetings to discuss the Designated Care Partners program as well as the Summer/Fall menu.

## Rockwood Terrace

Resident Council has not formally met since COVID restrictions commenced however input was sought and received related to the summer fall menu which was implemented during the reporting period. The Program team has scheduled a meeting for September which will meet COVID restrictions.

A virtual Family Council meeting was scheduled for August 5, 2020 however there were no family participants.