

Grey Gables, Lee Manor, and Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: March 14, 2023

Information for the Months: December 15, 2022-February 14, 2023

Endorsed by Council:

Quality

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

Publicly reported indicators

Q2 2022 (July-September 2022)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables Q2 Jul-Sept/22	Lee Manor Q2 Jul-Sept/22	Rockwood Terrace Q2 Jul-Sept/22
Improved or remained independent in mid-loss ADL	28.5%	31.4%	40.5%	36.2%
Worsened ADL	32.3%	33.6%	31.8%	25.7%
Worsened mood from symptoms of depression	21.1%	32.6%	28.5%	20.1%
Taken antipsychotics without a diagnosis of psychosis	21.5%	19.4%	18.1%	0.6%
Has fallen	16.3%	13.7%	15.9%	19.8%
Worsened stage 2 to 4 pressure ulcer	2.4%	2.1%	2.3%	0.3%
Daily physical restraints	2.4%	0%	1.3%	1.8%
Has pain	5.0%	0.8%	3.8%	0%
Worsened pain	8.7%	4.9%	5.7%	5.0%

The Canadian Institute for Health Information has not released an update since the last report, data above was shared with the previous report.

Project Plans 2023

To ensure we provide the highest quality of care for our residents, monthly operational reviews are completed by the Quality and Clinical Specialist to assess our current practice against new and emerging best practices. In addition, we make changes in response to Ministry of Long-Term Care supported initiatives, along with requirements of the Fixing Long Term Care Act.

For 2023, the homes are working on change initiatives in the following four care areas.

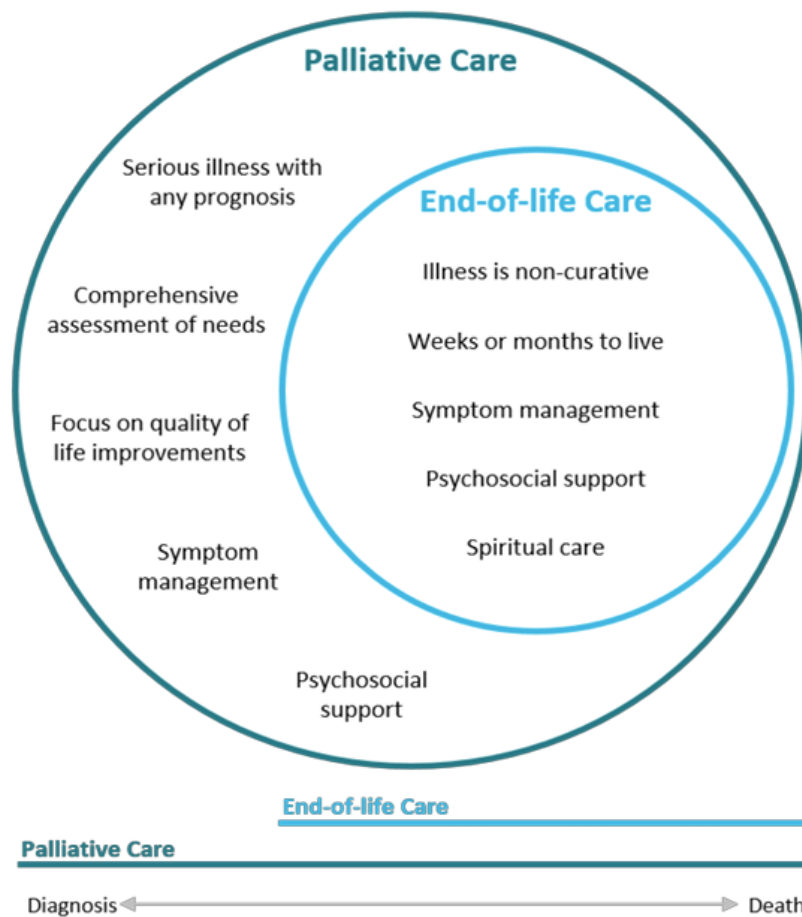
1. Palliative Care Approach:

The palliative care requirements under the FLTCA and O. Reg 246/22 have been expanded from the previous Long Term Care Homes Act, to add a new right to the Resident's Bill of Rights to ensure every resident is provided with care and services based on a palliative care philosophy.

The new regulation requires that an interdisciplinary assessment of the resident's palliative care needs considers the resident's physical, emotional, psychological, social, cultural, and spiritual needs. Based on these assessments, each resident will have a care plan to ensure quality of life improvements, symptom management, psychological support, and end of life care, if appropriate.

In 2023, new tools, education and resources will be provided for residents, families, caregivers as well as LTC staff to support this philosophy to ensure a broader, more holistic approach to care.

This work aligns with other sectors who are also working towards a palliative care philosophy using the *Ontario Provincial Framework for Palliative Care*.



[Palliative Care Fact Sheet](#)

2. Medication Management:

The Ministry of Long-Term Care is funding a three-year Medication Safety Technology Program (MSTP). It is currently in its second year to support homes in obtaining technology that will help them improve medication management systems, particularly with the medication management needs that are aligning with the increased complexity of resident's conditions.

There are three areas of technology that will be implemented in 2023 with our Medical Directors, Attending Physicians, and Registered staff.

- Physician Engagement
 - Physicians can access resident charts when they are not in the home, sign orders and monthly reviews, and complete progress notes. It also provides a way to send secure conversations 24/7 between the physician and long-term care team.
- E-Connect Plus
 - Reduces gaps in information with access to laboratory and imaging records as soon as they become available. This helps improve the quality of care with timely and readily accessible information to make informed clinical decisions.
- Online Medication Incident Reporting
 - This new technology ensures timely reporting of medication incidents that is shared with stakeholders (pharmacy, nursing leaders, Medical Directors) in an order to receive a rapid assessment, analysis, and an action plan.

3. Skin and Wound Care:

Requirements of the skin and wound program are outlined in the FLTCA and O. Reg 246/22. The program focuses on the provision of skin and wound care to reduce and prevent skin breakdown, as well as other strategies of prevention such as routine skin assessment, increasing resident mobility, resident positioning to relieve pressure, use of equipment and devices to support skin integrity, and other treatment and interventions including physiotherapy and nutrition.

The nature of aging skin and the increased complexity of residents moving to LTC with significant skin and wound treatment requirements; a noted increase during the pandemic, all contribute to the need to focus on skin and wound prevention and treatment, and the need to build internal skin and wound capacity and expertise.

In 2023, all staff and program areas will have additional training in skin and wound, along with enhancing our registered staff's knowledge in treatment

modalities and ensuring all homes have a skin and wound lead with additional education and training.

4. Resident Care Documentation:

Point Click Care (PCC) is the electronic medical record software that is used at all three care communities. Consistent and comprehensive documentation supports clearly communicating residents care needs and supports collaboration and coordination in the provision of care.

In 2023, with the development of PCC Superusers for each home in 2022, resident care assessments and implementation of all documentation will be standardized using consistent Clinical Decision Support Tools based on best practice.

As well, Grey County LTC has signed on for Project AMPLIFI, which will enable better clinical information sharing between LTC and acute care facilities. With Project AMPLIFI, healthcare providers will have access to up-to-date and accurate resident health records, ensuring smooth transitions and better resident experience during transitions with hospital and LTC.

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

Grey Gables

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

Lee Manor

Ministry of Long-Term Care inspectors visited the home on January 3rd-5th, 9th, 11th-13th, to complete a complaint and critical incident system inspection. During this inspection, the inspector made relevant observations, reviewed records, and conducted interviews, as applicable. There were no findings of non-compliance.

[MLTC Inspection Report - Critical Incident System and Complaint - January 19, 2023 - Lee Manor](#)

Rockwood Terrace

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

Outbreaks

Grey Gables

A COVID-19 outbreak was declared at Grey Gables on the Pine Ridge home area on January 9th, 2023 and declared over on January 18th. The team worked quickly to reduce the spread and contained the outbreak to the home area, affecting two residents.

Lee Manor

A COVID-19 outbreak was declared at Lee Manor on the 3 South home area on December 24th, 2022. On December 28th, the outbreak was expanded to the 3 North home area. The outbreak was declared over on January 15th, 2023, affecting 22 residents.

A respiratory outbreak was declared by Public Health on the 1 South home area on January 12th, and was declared over on January 18th, affecting three residents. The outbreak was well managed and contained to the home area.

Rockwood Terrace

Rockwood Terrace experienced a suspect respiratory (rhinovirus) outbreak on the 3rd floor on January 5th. Six residents experienced symptoms, the quick action from the team, increased surveillance, cohorting measures, played a key role in the suspect outbreak being declared over on January 9th.

People

December 15, 2022-February 14, 2023	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	15	20	28
Number of Staff Onboarded	5	14	5
Number of Retirements/ Resignations	3	7	6
Number of Student Placements	2	9	14

Projects, Location Events and Other

Grey Gables

An outpouring of love, kindness, and generosity was received over the holiday season. From donations of cards, letters, handmade art projects to blankets and beautiful gifts of all shapes and sizes we are beyond grateful. Every resident received homemade cards from school children and adults throughout the area. Numerous Christmas gifts were donated by individuals and community organizations to ensure no one was missed.

The Hanley Institute surprised the home with a Christmas Tree for every Grey Gables resident this year. A handful of wonderful young people delivered the beautiful Christmas trees to the residents, and they certainly rekindled our hearts with the true meaning of Christmas.

While the holiday season is often celebrated as a time of joy and togetherness, it is also a time to reflect and remember. This year, we held an Angel Tree service in memory of those residents who passed away in 2022. Led by our chaplain Rosanne Judge, a beautiful service of remembrance and reflection was held for both staff and residents. As the service ended, each name was read aloud, and a new angel was placed on our Angel Tree in their memory.

We celebrated Chinese New Year with a takeout luncheon from Chef Wok in Owen Sound & Pancake Tuesday with homemade “made to order” pancakes on each wing. These fun and festive events are enjoyed by all.

In early February the residents, staff and family members set sail on the S.S. Grey Gables. Our Love Boat themed adventure was packed full of many cruise-ship inspired activities. Zip-lining, tropical drinks by the pool and many more activities were hosted during this weeklong voyage.

Lee Manor

Despite the snowy weather, Christmas day and New Year’s were celebrated with fun, food, and festivity. Several residents were gifted through the local Bells of Christmas program, supporting seniors in need. The home had over a dozen residents receive generous, anonymous gifts from community members. Christmas of 2022 will be forever remembered as a remarkable blizzard, but may it also serve as a reminder that the holidays season can be celebrated in many ways, at any time, on any day, or over many days at that.

Lee Manor celebrated Hockey Day alongside the Owen Sound Community January 18th-21st. Residents enjoyed a variety of programs including table hockey, trivia, noodle hockey, thematic crafts, and a mobile photo booth. Staff, visitors, and residents were encouraged to wear their favourite sports attire on January 20th in celebration. The

home also created a video in recognition of Hockey Day that was showcased on Grey County's social media platforms.

The home celebrated Valentine's Day in many ways. The Recreation department facilitated several thematic activities, including arts and crafts, live entertainment, love-song sing-alongs, and more. Staff, visitors, and residents were encouraged to wear red and pink on February 14th, in celebration of the day. The home also transformed its Brag Board into a "Love Board," where staff, visitors and residents could write and post Valentines. The board was quickly filled with almost 100 notes of kindness, love, and positivity. On February 13th, the home received a beautiful donation of flowers from an anonymous donor. The two arrangements were rearranged to create 10 beautiful vases, displayed at each Nursing Station and throughout the Ice Cream Parlour for all residents, staff and visitors to enjoy. At Resident Council request, a delectable dinner of roast beef and mashed potatoes was served, with an alternate choice of fish and chips. For dessert, residents had their choice of apple pie, or strawberries and whip cream. The dining rooms were also elevated for the evening, with white table linens and festive placemats. We hope the staff, residents, and visitors felt the love in the air at Lee Manor on February 14th.

Rockwood Terrace

Leading up to Christmas Rockwood Terrace had a spirit week planned where team members and residents dressed up daily in different themed attire. Pajama Day and Christmas Sweater Day were part of this festive week.

On December 22nd the Grandpals from Spruce Ridge School performed a carol sing window visit for our residents. This touched everyone's hearts and was a very special moment. Hopefully 2023 will allow the Grandpals to meet in person as this has always been the biggest highlight of the program.

Our highly anticipated [Every Second of the Year Video](#) for 2022 was released in January.

The Hanley Institute in Markdale gifted Rockwood residents with 100 amaryllis plants on January 21st. Jenny Hanley and several of the youths arrived at the home to distribute these and visit with our residents. The residents have loved taking care of these and the beautiful blooms can be seen all throughout the home.

The Chinese New Year was celebrated on January 25th with a special social in the auditorium. Residents enjoyed some treats and games as they celebrated the Year of the Rabbit. A special lunch meal was served in honour of this day.

Rockwood Terrace had a very special visitor on February 8th. Pat the pony from Crazy A Lazy J Ranch came to see the residents and the excitement of this visit was felt throughout the whole home. We look forward to monthly visits from Pat and Ashton!

A Superbowl pre-game party was held in our auditorium on February 12th. Pizza, snacks, and refreshments were served while the residents played trivia and a few other sports themed games.

Valentine’s Day was celebrated with a come and go tea. Treats and refreshments were enjoyed while residents had their photos taken in a photo booth and socialized. Special meals were on the menu for this day, and everyone enjoyed.

In addition to all the theme-based programs, residents continued to enjoy a Tim Horton’s Drive Thru, music programs, monthly birthday parties, arts and crafts and a variety of different game programs.

Occupancy

2023 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Jan-Feb 2023	Year to Date	Jan-Feb 2023	Year to Date	Jan-Feb 2023	Year to Date
Occupancy	91.63%	91.63%	97.69%	97.69%	96.21%	96.21%
Move-Ins	4	4	8	8	5	5
Discharges	6	6	7	7	9	9

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

Grey Gables

In December an inspector from TSSA visited the home to inspect the elevator. There were no defects identified. Troy Fire and Safety was also in to inspect the fire alarm, emergency lighting, extinguishers, sprinklers, and the kitchen hood. Deficiencies noted have been completed.

Public Health Infection Prevention representative attended the home to conduct an IPAC audit during our outbreak. No findings noted.

Lee Manor

An inspector from the Electrical Safety Authority attended the home January 24th to conduct an audit of completed electrical work. There were no defects identified in their final report.

Rockwood Terrace

An inspector from the Electrical Safety Authority attended the home January 4th to conduct an audit of the electrical work completed and there were no defects identified.

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

Grey Gables

Monthly fire drills were held on each shift for December and January. All 2022 codes were reviewed in December and tabletop exercises were conducted for any outstanding codes to ensure compliance. Code Black exercise was conducted in January for all three shifts.

Lee Manor

Monthly fire drills were held on each shift and all emergency codes were reviewed as per policy by December 31st. In January, emergency code black was reviewed with staff and code white in February to support emergency preparedness.

Rockwood Terrace

Fire Drills were held on each shift during the months of December and January. All code reviews were completed during December. The Health and Safety Committee reviewed the Workplace Violence and Harassment policies.

Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	1	0	0

Written Complaints Summary

Grey Gables

One written complaint was received during this reporting period related to care concerns. Concerns have been addressed with complainant.

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

There are so many incredible stories that happened around the Christmas season, the Christmas Blizzard of 2022 was an extraordinary weather event and the number of Colour It successes were remarkable. We had employees arrive for work on the Friday before Christmas with their luggage in tow, knowing that they may not get home or that their fellow co-workers may not be able to make it in. In true Colour It Community fashion, everyone pitched in to help in any department that they could. The employees took turns sleeping in makeshift bedrooms with mattress's set up in offices, and empty resident rooms. We also had local employees open their homes to anyone who needed a place to stay. Even with the blizzard outside Santa was still able to make it in to deliver presents to all the residents and prepare a holiday supper. Out of every stressful situation comes these little miracles of inspiration, belonging and family.

Lee Manor

Sometimes, the Colour It philosophy of care can mean quite literally, colouring it for a resident. This January, the home facilitated an internal room change for a resident awaiting semi-private accommodation. The resident had been waiting several months for this opportunity, as he insisted on staying on his home area. He had developed such strong and meaningful connections with his care team, that he could not fathom leaving their care. When an opportunity came about on his home area, he did not hesitate to accept. The room change was quickly scheduled, following a fresh coat of paint. Jokingly, the resident requested that the room be painted John Deere green and yellow, in honour of his lifetime of farming. Although this request could not be met exactly, this quip was seen as an opportunity to Colour It. The recreation and nursing teams collaborated to source and purchase John Deere-esque décor, including yellow and green balloons, streamers, and an oversized John Deere logo. The staff coordinated with environmental services to access the room ahead of the move and decorate. A feature wall of yellow and green adhesive stripes was created. Posters were made of various tractors, including models much like what the resident himself owned. Balloons and streamers were draped across his window valance. On move-day, he was supported by the care team and recreationist to see his new space. The resident was speechless at the sight of his room and displayed tears of joy from the thoughtfulness of the staff who made this happen. This was truly and literally a Colour It moment to remember.

Rockwood Terrace

Despite the many challenges we experienced with the winter storm, Christmas Day was still a special time at Rockwood Terrace. Ron, a team member in the maintenance department dressed up as Santa to help deliver gifts and Christmas cheer. All the staff

that were able to make it to work safely pulled together to make Christmas a special day for our residents.

Resident/Family Council Updates

Grey Gables

Resident Council continues to meet monthly. In January we reviewed the 2022 Resident & Family Satisfaction survey results. The PowerPoint presentation provided an overview of the collected data and results were shared with those unable to attend the meeting. No issues or concerns raised during the meeting

A small group of family council members met in January to plan for 2023. A meeting is scheduled with a representative from Family Council's Ontario to work on initiatives to increase participation for the council. Our next general meeting is scheduled for March 2023.

Lee Manor

Family Council continues to meet monthly, using a hybrid model of in-person and virtual attendance. The Council is working to recruit new members, in hopes of broadening their voice and increasing awareness and support to other family members at Lee Manor. We look forward to welcoming two new members this February.

Resident Council also continues to meet monthly, in-person. The Council last met in January, where they were provided an overview of the 2022 Resident and Family Experience Survey results. The Council remains actively involved and interested in learning about home updates, initiatives, and provides valuable input to home operations. The next meeting is scheduled for the end of February, to coincide with calendar planning and the release of home's monthly newsletter.

Rockwood Terrace

Resident Council met December 16th, 2022, January 11th, and February 8th, 2023. LTC Emergency Management Planning, Support Services Program reviews, Incontinent Product review, Resident Survey Results and Resident's Bill of Rights were some of the topics reviewed at these meetings. The residents have also requested a hockey/pool table which has been ordered.

Family Council met January 24th. Members were updated regarding the new IPAC Lead, PSW rotation and Resident and Family Survey results. A few Designated Care Partners have inquired about lift and transfer training to assist staff when transferring their loved one. We are currently working with the team at ARJO to have this completed.