

Grey Gables, Lee Manor and Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: January 18, 2022

Information for the Months: October 15-December 14, 2021

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

Q2 2021 (July – September 2021)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q2 Jul-Sept/21	Q2 Jul-Sept/21	Q2 Jul-Sept/21
Improved or remained independent in mid-loss ADL	29.1%	21.5%	37.0%	38.9%
Worsened ADL	32.9%	39.7%	38.0%	36.8%
Worsened mood from symptoms of depression	21.3%	31.2%	29.2%	34.8%
Taken antipsychotics without a diagnosis of psychosis	20.5%	12.9%	17.6%	12.4%
Has fallen	16.1%	14.3%	18.3%	15.4%
Worsened stage 2 to 4 pressure ulcer	2.4%	1.4%	2.4%	1.6%
Daily physical restraints	2.7%	0.5%	1.0%	0.9%
Has pain	5.5%	2.6%	5.9%	0.2%
Worsened pain	9.1%	6.3%	8.5%	7.4%

The Canadian Institute for Health Information released updated data for the 2nd Quarter, July - September 2021.

As previously presented, the data continues to align with the commission report recognizing acuity levels have increased, requiring greater levels of care, with most residents needing extensive assistance. To support long term care homes with not only providing quality of care for residents, but also care that aligns with best practice, the Ministry of Long-Term Care provided funding for each care communities to access a digital clinical decision support tool. Each home will receive \$5,000, \$4,000 per home is being spent on the tool and the other \$1,000 is being used to offset the annual cost of Point Click Care.

The Clinical and Accreditation and Quality Specialist met with a team from *Think Research* to review their Clinical Support Tool (CST) product to ensure it would achieve the deliverables set out for the

funding, as well as support our care communities with a tool that will work with the existing electronic medical record system and encourage consistent best practice for the care teams.

Think Research's CST provides nine tools that incorporate best-practice guidance to inform care planning and decision-making for the following areas:

- Pain and Wound Assessment
- Responsive Behaviours
- Palliative/ End-of-life
- Continence, Constipation and Urinary Tract Infections
- Diabetes Management and
- Acute Respiratory Infections Assessment and Management and Chronic Obstructive Pulmonary Disease

The following features are included for each specific assessment:

- Pathways to ensure only pertinent information is captured
- Clinical suggestions that are evidence-informed statements/best practice recommendations to support decision making
- A structured progress note is generated from the assessment, this can support documentation of baseline information, monitoring/evaluation interventions across the team members
- Individualized care-planning from findings triggered by assessments
- Builds the capacity of care providers through access of best practice evidence to support care of the residents
- Supports communication increasing efficient transfer of accountability

Upon reviewing the CST with each of the respective care communities, and after getting strong endorsement from over 50% of the LTC's in the province who are using this digital clinical decision support tool, Grey County is in the process of finalizing the agreement and implementation of the new CST will take place in the first quarter of 2022.

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

A Ministry of Long Term Care Inspector visited the care community on December 14 – 20 to follow up to a Compliance Order and conduct a Critical Incident System inspection. A formal report has yet to be issued.

Rockwood Terrace

A Ministry of Long Term Care inspector attended the Care Community to conduct a follow up on a Complaint, Critical Incident System inspection and to complete an IPAC Audit from September 20-October 1, 2021. During the inspections, there were no non-compliances issues for the Critical Incident Inspection. Two written notices and one voluntary plan of correction were received for the Complaints Inspection.

[MLTC Critical Incident Inspection October 22 2021](#)

[MLTC Complaints Inspection October 22 2021](#)

Outbreaks

Grey Gables

There have been no outbreaks at Grey Gables during this reporting period.

Lee Manor

There have been no outbreaks at Lee Manor during this reporting period.

Rockwood Terrace

There have been no outbreaks at Rockwood Terrace during this reporting period.

People

Grey Gables

The care community continues to welcome PSW and RPN students into the home for the practical portion of their curriculum. Training continues for the Behaviour Support Transition Unit with staff completing the Dementiability program and UFirst training.

Age-Wise Solutions continues to recruit for a new social worker.

Recruitment of staff has been a main priority to ensure the home is prepared to meet the needs of the Residents.

Lee Manor

On December 1st we welcomed Bethany Rupp as our new Office Coordinator. Bethany comes to us with over 4 years' experience working in long term care as the Office Manager with PeopleCare and Revera. Her experience and knowledge of business operations will benefit and support all departments.

Rockwood Terrace

On October 6, we welcomed Sherry McDonald as our Nutrition Manager. Sherry comes with several years of experience working in a Care Community and as a consultant at the corporate level. Sherry, who is also a trained cook, has management experience in the restaurant field and owned her own catering company. Welcome Sherry!

We are also pleased to welcome Vivek Sharma, Physiotherapy Assistant. We are very excited to have a complete physiotherapy team once again.

We continue our search for a contract hairdresser as recruitment efforts to date have been unsuccessful.

In November we said farewell to Janice Frizzell, Social Worker. Janice had been attending our Care Community through a contract with Age-Wise Solutions and found balancing her time with us as well as her private practice was becoming too much. We wish her the best for the future!

Projects, Location Events and Other

Grey Gables

The beginning of November always revolves around Remembrance Day and honoring those who served Canada in times of war, military conflict, and peace. We were so fortunate to have the Markdale/Flesherton Legion join us once again this year with their amazing Remembrance Day Service. We braved the cold and honored our Canadian heroes.

November is also **Movember** where we raise awareness of men's health issues. Although we didn't all grow a mustache this month, we did have a Movember Tea with plenty of mustache fun.

We also welcomed our Pet Therapy Program back into the home in November and a St. John Ambulance Therapy Dog volunteer has started visiting us weekly.

Even though this was our second COVID Christmas, the Grey Gables team used creative, inspiring and thoughtful ideas to create wonderful activities & events throughout the Christmas season.

A few musical performances were held at the beginning of the month and we had a fantastic afternoon of Christmas Karaoke with our new projection machine. Although our Annual Christmas Bazaar was not on the agenda again this year, we did put together a Christmas Market for our Residents to shop this holiday season.

All the departments took part and the Twelve Days of Christmas Song never sounded so good. The concert also included the Residents sharing their own version of "Twas the Night Before Christmas" and a couple of staff did an outstanding job of putting together a virtual light tour display taking us from Collingwood to Owen Sound. The Elf on the Shelf Game arrived at Grey Gables on December 1st. Each day Eddie hid in a different spot throughout the Home. If you were one of the lucky Residents or Staff to find him your name was put into a draw for a daily prize.

On December 15th we were able to get out on the bus for our Annual Christmas Light Tour to Owen Sound. The weather, the company and of course the lights were wonderful, and a great time was had by all.

Lee Manor

Halloween at Lee Manor was celebrated on Friday, October 29th. Residents joined the staff in dressing up and handing out candy to those staff who went trick or treating to the resident's rooms. Residents even had a four-legged friend dress up and visit door to door this year. "Peeta" transformed from dog to dinosaur for the occasion.

Residents continue to explore creative art and completed their shiplap artwork project at the end of October. The completed tiles were then mounted on a display board and hung outside the Ice Cream Parlour for visitors and staff to enjoy.

November saw the recreation team implement their new Drum Fit activity. The activity combines, music, physical movement and coordination in a group setting. The residents thoroughly enjoyed their experience and are looking forward to regular classes.

Back by popular demand our mobile Tim Hortons drive thru cart was back in action during the month of November. Residents were able to enjoy a warm beverage and a donut. Instead of the resident going through a Tim Hortons drive thru, we took the drive thru to the resident. A special thanks to Louise Harshman at Tim Hortons for generously donating the coffee for our afternoon treat.

Lots of holiday festivities filled the calendar of events and offered something for everyone. In an effort to create an area for families and residents to enjoy the sights and sounds of Christmas together, we attempted our very own winter wonderland. Staff donated lights, ornaments, garlands and props to transform the FamiLee garden into a glowing display of festive scenery. A special thanks to resident family members who also made contributions to this venture! Residents enjoyed watching the project come together and on December 1st the winter wonderland was officially opened.

Residents were also involved in holiday decorating and decked the halls with decorations, made some festive planters for the front entrance and helped make a cozy corner in the Ice Cream Parlour to serve as a lovely backdrop for a family Christmas photo. Residents also posed for an individual fun holiday photo on December 10th.

With the success of our summer courtyard music series, and with feedback from the residents we scheduled a variety of entertainment in each home area for the month of December. Every home floor had live music each week during the month of December. IPAC measures were in place to support a safe environment while enjoying festivities.

Some other activities that occurred in December included a fancy hot chocolate traveling cart, gingerbread house construction day, ornament decoration craft, Christmas cookie decorating, ugly Christmas sweater day, Christmas card craft, and a visit from Santa.

Rockwood Terrace

We started celebrating Halloween a little early this year when the recreation team turned the Auditorium into a Haunted Maze. On Friday October 22nd residents enjoyed going through the maze with staff, and family for all the scary surprises around every turn!

Staff did a few dress-up days, one on October 29th which included a costume parade through the dining rooms at breakfast. Team members also donned costumes on Halloween which the residents enjoyed.

The daycare kids did an outdoor costume parade as our residents watched from inside. Their waves and cheerful presence put a smile on everyone’s face!

We were unable to hold our annual Remembrance Day service with the local legion this year, but we did put together a display in honour of Remembrance Day.

A special 65th anniversary celebration was held for Helen and Bill Gammon by their family on November 17th. Staff were able to join for the come and go celebration to congratulate them on this milestone.

On November 30th our very popular Tim Horton’s Drive through event was held at the tuck shop. Immediately after the event was announced there was a long line up for goodies just as you would see in the community at a Tim Hortons Drive Thru! This event is a favourite and will continue monthly.

On December 2nd residents were gifted with poinsettias for their rooms. This was a school fundraiser, and 100 plants were dropped off for us to deliver to all our residents. A young boy by the name of Silas from Shelburne along with his family wanted to do a kind act for local seniors and we thank them for thinking of us.

On Saturday December 3rd we had an early visit from Santa, he was able to drop in with his helpers after the Durham Santa Parade. Santa visited the home and handed out treats to all the residents!

On December 10th team members enthusiastically took part in a Christmas Cart Parade. Decorated carts lined the hallways along with Christmas tunes and treats, we wanted to simulate a real Christmas Parade and residents enjoyed this event very much.

Sunday December 12th our Chaplain Pastor Dianne Drysdale led a memorial service for all the residents who we lost in 2021. This service was a nice way to reflect on the lives of our residents who passed away this year.

On Tuesday December 14th, we held a Christmas Market for our residents. This day was well attended last year, and a big hit again this year. We had several vendors coming selling items, raffles for residents, a bake table, gift decorating available and a hot chocolate bar. This gave our residents a chance to do a little Christmas Shopping and helped to get everyone in a festive spirit.

Residents have been enjoying the return of Community Worship Services, as well as shuffleboard, bingo, crafts projects, and lots of entertainment.

Occupancy

2021 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Oct-Dec/21	Year to Date	Oct-Dec/21	Year to Date	Oct-Dec/21	Year to Date
Occupancy	85.75	91.64	96.19	96.38	93.47	93.84
Move-Ins	7	16	11	39	9	40
Discharges	5	21	6	37	15	39

The provincial relief of meeting the 97% occupancy requirement in the long term care home's funding (LSAA) agreements, is set to expire on January 31, 2022. Staff are monitoring this situation closely.

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

Grey Gables

A Ministry of Labour inspector attended the Care Community to conduct an inspection on December 14, 2021. During the inspection, there was one order with a deadline of compliance being December 31, 2021. The Care Community was able to purchase the equipment needed to comply with the order for the Ministry of Labour.

Lee Manor

A Public Health Inspector conducted a kitchen inspection on October 27th. No findings resulted from the visit.

A Routine Fire Inspection was conducted on November 3rd. Areas of deficiency were issued and rectified immediately.

Rockwood Terrace

An Inspector from Public Health Grey Bruce attended the Care Community November 10, 2021 to complete an inspection of the main production kitchen. There were no violations noted as a result of this visit.

On November 16, 2021, a fire safety inspection was completed by the West Grey Fire Department Deputy Chief. There were no violations at the time of inspection.

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

Grey Gables

Monthly fire drills were held as per legislation. All health and safety inspections are up to date, continuing to do IPAC audits and training of staff.

Lee Manor

Air temperatures and monthly fire drills on all shifts continue to be performed as per regulations as well as IPAC audits. A Joint Health and Safety meeting was held on November 3rd, 2021.

Rockwood Terrace

Monthly fire drills were held as per legislation.

On November 16 the Care Community completed the annual vulnerable occupancy fire evacuation drill. The team, representing a minimal night staffing scenario evacuated the wing beyond two sets of fire doors in just over seven minutes which is well within the acceptable range.

Care Community Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	0	4	0

Written Complaints Summary

Grey Gables

No written complaints received during this reporting period.

Lee Manor

Four written complaints were received during the reporting period. They were followed up with by the Leadership team and addressed accordingly.

Rockwood Terrace

No written complaints were received during this reporting period.

Compliments/ Colour It Story

Grey Gables

It is not uncommon for Grey Gables to be supported by members of the community, but this holiday season was truly a joyous thing to witness from handmade art projects to fuzzy blankets. Every Resident received homemade cards from school children and adults throughout the area. The Residents also received a beautiful poinsettia thanks to Silas Gray and his generous supporters.

Lee Manor

Staff from Lee Manor and the County of Grey teamed up recently to fulfill a request from one of our residents. Resident Mary Ellen Robinson shared her desire to see and tour the renovated County building across the road from Lee Manor. The tour was facilitated, and Mary Ellen commented how pleased she was with the efforts and time spent to showcase the building and exhibits. A special thank you to our partners at the County of Grey for helping make Mary Ellen's day and to stroke another item of her "bucket list"!

Rockwood Terrace

On Thursday November 25th the Recreation Team held a Festival of Lights in our Auditorium. The room was decorated with lots of Christmas lights and special décor to turn the room into a winter wonderland. A big thanks to Rebecca J. for the idea and to the recreation team for all their extra efforts to create a magical Christmas atmosphere. We were able to keep this beautiful display up for an additional period of time so families and residents could continue to enjoy the space. Click the following link to watch a little video highlighting this special event. [Winter Wonderland Video](#)

Resident/Family Council Updates

Grey Gables

Residents Council was held on October 26th & November 23rd. We continue to provide the Residents with an opportunity to provide feedback and input into programs and services within the home. No issues or concerns were brought forward during this period.

Family Council was held on October 28th. Cynthia Merrifield, DOC, attended and did a presentation on infection control and the introduction of the purposeful rounding project they are implementing in the nursing department.

The Resident and Family satisfaction surveys were completed during this reporting period.

Lee Manor

Resident Council meetings were held on October 14th, November 18th, and December 16th. Resident feedback shared at the meetings continue to influence recreation programming options and improvement ideas. These meetings are held virtually to support resident cohorting in the home areas.

Our Family Council meetings continued monthly in a virtual format and were held on October 6th, November 26th, and December 15th. Families appreciate the ongoing updates from around the home and changes in Ministry Directives. Families were especially delighted to learn of the increased funding initiatives to support direct care and allied health services for residents.

Our Resident and Family satisfaction surveys were administered and completed during this reporting period.

Rockwood Terrace

Resident Council meetings were held October 22nd and November 22nd. The Abuse Prevention Policy was reviewed as well as the Complaint Program and an update related to Quality Improvement Plans. The report from the recent Ministry of Long Term Care was reviewed, and updates were provided related to the redevelopment project.

The Resident and Family satisfaction surveys were completed during this time period.