

Grey Gables, Lee Manor and Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: March 15, 2022

Information for the Months: December 15, 2021- February 14, 2022

Endorsed by Council: March 24, 2022 per Resolution CC28-22

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 has not released an update since the last report, data above was shared with the previous report.

As part of its plan to fix long-term care, the Ontario government has launched the new [Long-Term Care Homefinder](#). This new website and search tool provides prospective residents and their families with a one-stop-shop to find and compare long-term care homes across the province, along with other resources to help people make an informed choice when considering long-term care.

Each long-term care home has their own profile page with helpful information about waiting lists, staff vaccination rates, amenities, inspection reports, contact information and more. The new site also provides information that can help people make an informed choice when considering long term care and decide if long-term care is the best option for them and, if so, how to choose a home, apply, and move in.

- [Grey Gables](#)
- [Lee Manor](#)
- [Rockwood Terrace](#)

The Annual Resident and Family Experience Survey results for 2021 were received in January 2022. The survey results showed that on average 91% of residents and families were satisfied with the Quality of Care and would recommend the care communities to others.

Grey County Resident Experience Survey 2021 results for all three care communities:

The top words used by residents to describe the care communities are:

- Good, caring, excellent, friendly, and comfortable

The top three areas of satisfaction are:

- Maintained room/surroundings
- Quality of nursing care
- Safe in surroundings

The top three areas for improvement are:

- Offering things to do
- Physiotherapy services
- Meals appealing/tasty

The teams at the care communities are currently reviewing the results and the information will be used in the development of the 2022/23 quality improvement plans.

The overall Grey County Resident and Family Experience Survey results:

- [Grey County Resident Experience Survey Results 2021](#)
- [Grey County Family Experience Survey Results 2021](#)

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 visited the care community on January 26th – 31st and February 1st-4th to complete a Proactive Compliance Inspection.

One written notification and voluntary plan of correction was issued related to failure to ensure every window in the home that opens to the outdoors and is accessible to residents has a screen and cannot be opened more than 15 centimetres. The windows were immediately repaired and met the compliance

standard prior to the completion of the inspection. Audits and preventative maintenance strategies have been put into place to ensure ongoing compliance.

[Lee Manor MLTC Proactive Compliance Inspection Report February 10 2022](#)

Rockwood Terrace

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

Outbreaks

Grey Gables

COVID 19 Outbreak was declared in “suspect” outbreak on January 5th and confirmed outbreak on January 9th of the whole home, but focus was on Maple Lane as most of the positive staff worked on that wing. No Residents were affected but 13 staff had tested positive for COVID 19 during the outbreak. Outbreak was declared over on January 22, 2022

COVID 19 Outbreak was declared on February 5th on Maple Lane with 3 Resident’s testing positive. This outbreak was declared over on Feb 19th with a total of 6 positive Residents, 1 death of a Resident and 5 staff members but only 1 that met the case definition.

Lee Manor

Public Health declared four outbreaks at Lee Manor during the reporting period. We worked closely with the Outbreak Management Team including our partners from Public Health to monitor and manage each outbreak.

A respiratory outbreak on 2 South was declared on December 27th which affected 11 residents and 4 staff. The 2 South Respiratory Outbreak was declared over on January 14th, no known agent was identified. A second respiratory outbreak was declared on 3 North January 27th and concluded on February 14th. The strain identified was the seasonal coronavirus which affected 12 residents and 1 staff.

Lee Manor experienced two COVID outbreaks. One was declared on 3 South on January 9th and was declared over on January 22nd. There were 2 residents and 2 staff affected. On January 25th a suspect COVID-19 outbreak was declared on 1 South and was confirmed on January 28th. The outbreak was declared over on February 8th and affected 8 residents and 3 staff.

Rockwood Terrace

Rockwood Terrace was in a respiratory outbreak from December 22, 2021, until February 11, 2022. The causative agent was COVID-19, and the Omicron and Delta variants were identified. A total of 27 residents and 9 team members became infected. There were no hospitalizations, however there were two residents who were infected with COVID-19 that died during the outbreak.

Numerous control measures were put in place including tray service for all residents and the setup of a COVID unit in the auditorium.

People

December 15, 2021 - February 14, 2022	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	19	13	12
Number of Staff Onboarded	11	8	6
Number of Retirements/ Resignations	1	7	11
Number of Student Placements	2	32	17

Rockwood Terrace is pleased to report and celebrate that four team members who originally started as Care Support Assistants have since returned to school to obtain their PSW certificate and came back to work with us in the PSW role. There is also one additional CSA currently completing this process. While it was our hope that this (“growing our own”) may be an outcome of implementing this new classification, it is very rewarding to see this come to fruition.

Projects, Location Events and Other

Grey Gables

On December 15th residents enjoyed getting out on the bus for our Annual Christmas Light Tour to Owen Sound. December 25th saw the arrival of Santa and a present for everyone Christmas Morning.

It is not uncommon for Grey Gables to be supported by members of the community, but this holiday season was truly joyous. From donations of cards, letters, handmade art projects to fuzzy 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 felt isolated or alone this holiday season.

We welcomed in 2022 COVID style, but we didn’t let that impact our ability to have some fun. Crazy hats, funky glasses and lots of laughs ushered in the brand-new year. We made taking down all the Christmas trees fun as well with an afternoon Forest Hunt.

What better way to kick off February than to have a Tie Dye Party. All the colours of the rainbow were available for Residents to enjoy colouring their very own “Colour It” T-shirt. And although Valentine’s Day was very low key this year there was definitely lots of love in the air, and we certainly didn’t miss the opportunity to celebrate the day of love with sweet treats and Valentines for everyone.

Lee Manor

The residents of Lee Manor celebrated the holiday season with many festive activities including hot cocoa carts, Christmas crafts, and decorating gingerbread houses. Santa Claus made a special appearance on Christmas Eve, ensuring the magic of the season was felt by all. Residents spent Christmas day opening gifts from family, friends, as well as many donated from local groups and programs. The Dietary team served a lovely Christmas dinner complete with all the trimmings.

During the month of January, the home experienced outbreaks on three home areas. As a result, the Recreation department had to adapt to support the residents' recreation and leisure needs. Innovative strategies such as hallway programming, mobile carts, and virtual services were incorporated to support the residents' needs during the outbreaks.

The beginning of February saw many celebrations, including a Chinese dinner for Lunar New Year, a virtual broadcast of Warton Willie on Groundhog Day, and Olympic-themed activities in celebration of the Beijing 2022 Olympic Games. The residents also enjoyed various Valentine's Day activities including Love Song Karaoke, Name That Love Song, and of course arts and crafts.

Rockwood Terrace

Mid December we were enjoying lots of pre-Christmas activities such as Ugly Sweater Day, Christmas Bingo, a Merry Mocktail Social, Christmas Baking and some Christmas Themed Music Programs. We also had Worship Services with a few Community Churches, craft activities and some game programs. Unfortunately, on December 22nd Public Health declared a Covid-19 Outbreak which greatly impacted leisure activities in our Care Community.

Despite the outbreak and the unfortunate timing of it, the entire Team pulled together to make Christmas a special time. Team Members really stepped up to make sure the day was amazing despite the difficult challenges for our residents and their families. Residents raved about the delicious Christmas Dinner with all the trimmings, served right to their room. Santa's elves were busy handing out goodies and gifts from Santa's full sleigh.

New Year's Eve and New Year's Day festivities were also impacted but this didn't stop a few of our residents from staying up to see the clock strike midnight. The night staff made sure to have treats and pop on hand for the group of ladies that made it past midnight!

Throughout the holidays and during our Outbreak the Recreation Team were busy supporting lots of virtual visits. Families and residents are so happy to have this platform available to them. We are also thankful for our DCP program, as registered DCP's were still able to attend the home and support their loved ones during this time.

Since we were unable to host group programs during our outbreak residents were supported with independent leisure pursuits and one-to-one visits. Whether it was reading, puzzles, glamour time, manicures, going for walks, seeing the facility bird, getting outside, using the exercises bike, crafts, or grabbing a snack from the tuck shop we tried our best to keep everyone busy with meaningful activity.

One of our residents had a very special birthday early in January. Gerry celebrated her 100th birthday surrounded by lots of gifts, flowers, cards, and family. Her family had some special plans to mark this amazing milestone but unfortunately our outbreak and current pandemic restrictions prevented these

plans from happening. Gerry did get to enjoy a visit with her daughter and son in law, had her door specially decorated by the Recreation Team, enjoyed a virtual visit with her sister who is in her 90's as well as lots of well wishes from co-residents and team members. Happy Birthday Gerry!

Occupancy

2021 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Jan-Feb/22	Year to Date	Jan-Feb/22	Year to Date	Jan-Feb/22	Year to Date
Occupancy	91.5	91.5	94	94	93.93	93.93
Move-Ins	6	6	3	3	1	1
Discharges	9	9	11	11	7	7

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

Grey Gables

Grey Gables had their annual fire inspection that was held on December 22, 2021. Public Health IPAC nurse also attended the care community twice during this reporting period to do an IPAC audits during both of the outbreaks.

Lee Manor

Public Health conducted both an onsite and a virtual IPAC assessment in follow-up to Lee Manor's outbreak status during the reporting period.

Rockwood Terrace

Public Health completed two Infection Prevention and Control inspections during the reporting period as required during outbreak (December 23, 2021, and January 31, 2022). All recommendations were reviewed and addressed.

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

Grey Gables

Monthly fire drills were held as per legislation.

Lee Manor

Monthly fire drills were held as per legislation.

The Electrical Safety Authority conducted an annual inspection, no areas of non-compliance were issued.

Rockwood Terrace

Monthly fire drills were held as per legislation.

Care Community Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	2	1	3

Five items noted above have been addressed and resolved, with one currently being addressed by the leadership team.

Written Complaints Summary

Grey Gables

No written complaints received during this reporting period.

Lee Manor

No written complaints were received during this reporting period.

Rockwood Terrace

Three written complaints were received during this reporting period. Two were related to professionalism and communications and one was related to various care concerns.

Compliments/ Colour It Story

Grey Gables

The home received letters from two families, expressing the gratitude and appreciation to the staff at Grey Gables. Their words noted the kindness, and care their mother received. The families also noted that the staff made their mother feel welcomed and safe. Even though these are trying times, staff always put a smile on their mother's face, and they are grateful she was at Grey Gables.

Lee Manor

During the Covid-19 outbreaks, Lee Manor recognized the increased importance of attending to the emotional well-being of the residents, staff, and Designated Care Partners (DCPs). Many strategies were

implemented to enhance the residents' experience, including dedicating a Recreation staff member to the outbreak area(s), adopting adaptive programming models, and incorporating a morale board in the staff break rooms. The morale boards featured photos of residents with motivational messages, inspirational resident artwork, and words of support solicited from the DCPs on that home area. Staff were invited to post their own messages for their teammates to read and enjoy. Complimentary snacks were also made available to staff to show appreciation for their hard work and on-going dedication.

Rockwood Terrace

Early in January the Recreation Team released their annual one second video. Residents enjoyed seeing the video during one-to-one visits and we look forward to showing it again for the in a group setting as soon as we can. If you click the link below you can watch the video to see all the wonderful things that residents did last year. This is the third year of creating this video and we thank the Recreation Team for their commitment to this project. 2021 remained a very challenging year for our residents and our Home but this video showcases many highlights of 2021 and the fun the residents had.

Click the link below, turn up your speakers and enjoy!

[One Second Every Day - 2021](#)

Resident/Family Council Updates

Grey Gables

Residents' Council met on January 25th, 2022. Residents were given the opportunity to share feedback on the happenings within the home. All concerns raised will be addressed with the Leadership team and follow up with at the next meeting.

Family Council did not meet during this reporting period.

Lee Manor

Resident Council met virtually on December 22nd and January 20th. Residents were given opportunity to share feedback on happenings within the home and participated in the monthly Food Committee meetings.

Family Council met virtually on December 22nd and January 19th. The Council will continue to meet virtually and will review the results of the Resident and Family Satisfaction Survey on February 23rd.

Rockwood Terrace

Resident Council met on December 20, 2021. Residents were updated on the new enhanced measures implemented December 15. There was no January meeting due to the outbreak.

Family Council did not meet during the reporting period.