

# Grey Gables



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

Submission Date: July 6, 2020

Information for the Months of April 15 – June 14, 2020

Endorsed by Council: July 23, 2020

# 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			
		Q1 Apr-Jun/19	Q2 July-Sept/19	Q3 Oct-Dec/19	Q4 Jan-Mar/20
Improved or remained independent in mid-loss ADL	28.7%	31.0%	29.0%	28.3%	26.3%
Worsened ADL	34.4%	34.8%	30.4%	31.7%	37.0%
Worsened behavioural symptoms	12.5%	14.0%	13.4%	14.1%	16.5%
Worsened mood from symptoms of depression	22.2%	25.0%	26.6%	28.1%	31.5%
Taken antipsychotics without a diagnosis of psychosis	18.5%	14.4%	8.4%	6.8%	7.4%
Has fallen	16.4%	16.8%	15.9%	15.4%	12.2%
Worsened stage 2 to 4 pressure ulcer	2.5%	2.2%	1.2%	1.6%	1.7%
New stage 2 to 4 pressure ulcer	2.0%	1.8%	1.1%	1.1%	1.2%
Daily physical restraints	3.4%	0.0%	0%	0%	0%
Worsened bladder continence	17.6%	22.1%	19.8%	14.2%	14.9%
Has pain	5.6%	1.2%	1.2%	2.0%	1.6%
Worsened pain	9.5%	13.3%	8.4%	7.2%	8.2%

The Q4 data was recently released by the Canadian Institute for Health Information (CIHI). Grey Gables continues to make improvements in a number of areas, specifically in the areas of worsened ADL, Worsened Mood from symptoms of depression and Worsened behavioural symptoms. These numbers are a reflection of the continued and focused improvement initiatives and consistency of data.

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

There have been no visits from the Ministry of Long-Term Care during the reporting period.

Ministry staff have been in contact with the Care Community to offer support and information sharing regarding staffing and PPE.

Grey Gables has not received any follow up on the Director Referral issued on Feb 18, 2020.

## Outbreaks

The Care Community had a suspected outbreak following the Universal swabbing of 110 Employees and 68 Residents on May 13th. There was one positive result for an employee and as a result the home was required to be put into suspected outbreak status until further testing was conducted. The original swab was retested and 2 additional swabs were taken. Those results were negative and the original result was determined to be a false positive. All other swabs for residents and staff were negative. As a result, the home ended the suspected outbreak in consultation with the Health Unit and it was determined no actual outbreak occurred.

## People

Grey Gables continues to hire for all departments. We implemented a new Emergency Support Worker position for 90 days with the option to extend if required. We currently have 4 ESW's hired and trained along with the County redeployed staff for screening at the entrance, supporting the program department, folding laundry, assisting in the nursing and dietary departments.

We have utilized one of the ESW's to provide much needed hair care service to our Residents. A huge thank you to the entire Grey Gables team and redeployed staff for the amazing care and support given.

We are so thankful to live in a such a wonderfully supportive community. Over this period, we have received numerous acts of kindness from the Markdale community. We have received scrub caps, pizza, Coffee & Donuts, headbands, Masks (PPE), painted rocks (because we "Rock") and letters of support that help to keep everyone's spirits high.

On June 11<sup>th</sup> and 12<sup>th</sup> the surveillance and detection testing was offered to staff as directed by Ontario Health. 33 tests were conducted and all results negative.

April was National Volunteer Week and we are fortunate to have so many dedicated and caring volunteers who donate their time, skills, and resources in Grey County. Although we cannot currently welcome our volunteers into the home, they are certainly in our hearts and minds and our appreciation and gratitude is stronger than ever.

## Projects, Location Events and Other

Grey Gables staff have been very creative in the events/programs that they have offered to the Residents. With the many restrictions the care community is still able to keep our Residents and Families in touch and happy.

May's focus has always been around Mother's Day and celebrating the amazing ladies that live at Grey Gables. Despite the restrictions we were able to pull off a very successful day. Every single lady received a fresh bouquet of flowers and a beautiful hand-crafted card. Carts went into each home area full of spa supplies, red velvet cupcakes and real teacups and saucers. Facetime chats, window visits and

special deliveries were enjoyed by many of our Mothers as well. It was our goal to ensure each Mother at Grey Gables touched base with at least one family member and we happily succeeded that goal. Despite the weather – it was the best we could hope for with the visitor restrictions in place.

Music is the international language and Grey Gables embraced the challenge of the **#weare1worldsong**. The program department had a great time putting a video together highlighting as many of our residents as possible. This video represents all the wonderful things that are alive and well in our home. Please click on the link below to watch the video.

[Grey Gables "We are 1 World Song Video"](#)

Although our traditional LTC calendar of events has been altered, program staff have continued to engage our Residents with activities that bring joy and fulfillment. With keeping the three home areas segregated from one another, programming is happening in the home areas as opposed to our traditional program format held in the centre- core. We have successfully implemented programs such as BINGO (1 person per table), cocktails in the garden, ice cream cart and bird house crafts & lots of gardening. Facetime, Skype and window visits remain a huge part of our day. With the arrival of the warm weather we are happy that both garden areas are open and ready for use. Many of our Residents are spending time outdoors enjoying the warm sunshine and the wonderful sounds of spring.

Meeting the emotional, mental and spiritual wellbeing of our Residents continues to be a top priority. We have the Chaplain & social worker offering weekly support via Facetime. Residents are watched closely for signs of mental or emotional decline. Both the chaplain and social worker are able to provide support through virtual technology. We are also broadcasting church services weekly on the big screen from Annesley United or Markdale Baptist Church.

Annual Care Conference & six-week care conferences have continued throughout this period. Teleconference style meetings have been held with the resident and their substitute decision makers/POA's based on the anniversary date of their Residents' admission. This is a traditional ministry mandate that was halted during the pandemic; however, we have been able to continue with our regular schedule, recognizing the importance these discussions have in the care of the resident. We've received positive feedback from every family we've touched base with. Lots of great questions are received and constructive dialogue has always resulted.

## Occupancy

2020 Occupancy Data	Reporting Period	Year to Date
<b>Occupancy</b>	99.5	99.77
<b>Move-Ins</b>	3	12
<b>Discharges</b>	3	9

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

During the reporting period there were no visits from stakeholders during the reporting period. Weekly the Executive Director is meeting with Public Health and MOH in regard to COVID 19 updates.

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

Code Red was practiced on all three shifts in April, May and June.

Capital projects have been a challenge with business's shut down. We have received our order of beds and we are slowing working away at as business's start opening again.

Signage and screening tools are in place as related to the COVID 19 and continue to be updated when changes are made. PPE Supplies continue to be ordered and inventory reviewed daily.

During this pandemic, the tables in the dining rooms were spaced apart and more tables added to support 2 residents per table. The Resident home areas have remained closed and rotate each day to be open to the centre core.

In the Staff room we adjusted furniture to allow for physical distancing. Universal masking continues to be in place for all team members.

Isolation rooms have been utilized for the isolation of Residents either new admission or until test results come back.

## Written Complaints Summary

There were no written complaints received during the reporting period.

## Compliments/ Colour It Story

The home and staff continue to receive several compliments and gestures of thanks (Food, Coffee, scrub caps, headbands etc) from residents and their family members throughout the reporting period.

The staff work hard to Colour It for residents daily, they go above and beyond to ensure the Residents are feeling at home and loved. One example of a Colour it story is when one of the Recreation staff was able to coordinate with a local funeral home to support a resident to attend a funeral through facetime.

## Resident/Family Council Updates

Family Council held a virtual meeting on May 26<sup>th</sup>. We had most of our traditional members on the zoom call and great discussion was held. An update was given by the home and lots of best wishes and accolades were expressed by the families. This format worked very well, and a second meeting has been scheduled for Thursday June 25<sup>th</sup>.

Formal Residents' Council meetings have been cancelled since Covid 19 started but OARC (Ontario Association of Residents Councils) has been a great resource for us. Communication tools have been provided to help us communicate the ever-changing information to our Residents. Regular communication with the Residents continues to be a priority for the staff of the home.