

Grey Gables



Grey County Operations Report to Committee of Management Open Session

Submission Date: August 13, 2019

Information for the Months of: June and July 2019

Scorecard: Quality

Publicly reported indicators- Q4 2018 (January - March 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	HQO Best Practice	Ontario Average	Grey Gables			
			Q2 Jul-Sept/18	Q3 Oct-Dec/18	Q4 Jan.-Mar/19	Change
Improved or remained independent in mid-loss ADL	30.4%	29.1%	37.1%	34.6%	33.1%	
Worsened ADL	25%	32.8%	41.7%	44%	39.2%	↓
Worsened behavioural symptoms	8%	12.7%	19.1%	16.1%	13.7%	↓
Worsened mood from symptoms of depression	13%	22.8%	33%	28.2%	25.4%	↓
Taken antipsychotics without a diagnosis of psychosis	25.3%	19%	25.6%	23.1%	18.9%	↓
Has fallen	9%	16.6%	12.8%	13.2%	15.8%	
Worsened stage 2 to 4 pressure ulcer	1%	2.6%	3.3%	3.3%	2.6%	↓
New stage 2 to 4 pressure ulcer	1%	2.1%	2.6%	2.8%	2.1%	↓
Daily physical restraints	3%	3.9%	3.8%	1.5%	0.0%	
Worsened bladder continence	12%	17.9%	27.6%	31.3%	27.3%	↓
Has pain	7%	5.2%	3.1%	2.1%	2.5%	
Worsened pain	6%	9.7%	14.9%	13.5%	14.5%	↑

The fourth quarter data was recently released by the Canadian Institute for Health Information (CIHI). Grey Gables continues to make improvements in a number of areas and has moved from eight areas above provincial average to just five areas above provincial average. These numbers are a reflection of the continued and focused improvement initiatives and consistency of data.

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

A Ministry of Health and Long Term Care Inspector was on site at Grey Gables for six days starting May 7. The visit was a follow up from the 2018 Resident Quality Inspection, two family complaints and two critical incident reports. The MOHLTC report was received June 14, 2019. There were two areas of non-compliance from this inspection.

- Compliance Order - 24/7 RN Coverage: A Registered Nurse who is both an employee of the licensee and a member of the regular nursing staff is on duty and present at all times.
 - Corrective Actions – compliance due date January 1, 2020
 - Recruitment of Registered Nurses
 - Continue to track and record all recruitment strategies, interviews, offers of employment and acceptances
 - Contract with a nursing agency to provide RN coverage when regular staff are not available.
- Written Notification – Plan of Care and Documentation: the plan of care must set out clear direction to staff who provide direct care to the resident.
 - Corrective Actions:
 - Review and update process to ensure clear direction to staff who provide direct care to residents.
 - Audit implemented to ensure plan of care for each resident provide clear direction.

[MOHLTC Public Report June 14 2019 Grey Gables](#)

[MOHLTC Public Report June 14 2019-1 Grey Gables](#)

Scorecard: People

- Recruitment strategies have been successful over the reporting period, resulting in the hiring of 2 PSWs, 1 Cook, and 2 RNs.
- Congratulations to Elaine McLean on her retirement after 35 years as a housekeeper at Grey Gables. We wish Elaine all the best and thank her for her ongoing commitment and dedication over the years.
- Congratulations to Judy Kusiar on her retirement after 20 years as a Recreation Aid. We thank Judy for all that she's done for residents over the years and wish her all the best in her retirement.
- Three new volunteers have joined the team.

Projects, Location Events and Other

Some highlights of events and activities in this reporting period include:

- On June 22, 2019 Grey Gables hosted the 115 Anniversary Garden Party. This event was well attended by residents, family members, community members and many distinguished guests. The event included an opening ceremonies, the placing of a time capsule, a Strawberry Social hosted by the Family Council members, music in the garden by Ian Leith and a number of historical artifacts to commemorate the 115 year of care and service in the Markdale community.
- BBQ Season is upon us! Weekly BBQs are held in the garden each week throughout the summer. This is a whole house event that every resident can participate in if they choose. Team members from all departments help out with each BBQ. You can often find the maintenance team blending up mocktails for residents to enjoy.
- The BSO team hosted a June Summer Cocktail Party in the Garden complete with finger foods, mocktails and singer Jason Redman. The afternoon was enjoyed by all who attended. In July the team hosted a Summer Beach Party.
- July 29, 2019 was the Grey Gables Car Show featuring antiques cars from around the community.

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.5%	98.9%
Move-Ins	5	15
Discharges	7	17

Regulatory Visits i.e. Ministry of Labour, Public Health

July 4, 2019 – Public Health Inspection, no areas of non-compliance identified.

Occupational Health and Safety Issues

There were no occupational health and safety issues during this reporting period.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Code Red was practiced on all three shifts in June and July.

July 8, 2019 – Troy Fire and Safety conducted annual testing of Fire System and alarms.

Written and Verbal Complaints Summary

Type of Complaint	Summary	Outcome(s)
Verbal	Resident Complaint related to care	Investigation completed, resolved

Compliments Summary

A number of verbal compliments were received over the reporting period related to the cleanliness of the home, the care and the food.

Many positive comments and notes were received following the 115 Anniversary Party.

Resident and Family Satisfaction Survey

Action Plan has been implemented from 2018 results. The 2019 surveys will be conducted in the fall.

Resident/Family Council Updates

A Resident Council meeting was held June 25, 2019 and July 23, 2019. There were no areas of concern raised. The members of council reviewed the draft Resident Satisfaction Survey.

The Family Council meeting held on June 20, 2019 and meet again in September. The Family Council members reviewed the draft Resident and Family Experience Satisfaction Surveys. The Family Council continues to advocate for safer crossing for residents across highway 10. Members of Family Council have partnered with leaders from the Municipality of Grey Highlands on this initiative.