

Grey Gables, Lee Manor and Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: July 12, 2022

Information for the Months: April 15 – June 14, 2022

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

Q4 2022 (January – March 2022)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q4 Jan-Mar/22	Q4 Jan-Mar/22	Q4 Jan-Mar/22
Improved or remained independent in mid-loss ADL	28.9%	20.3%	40.2%	35.5%
Worsened ADL	32.4%	38.1%	36.0%	31.4%
Worsened mood from symptoms of depression	21.2%	29.1%	27.4%	23.8%
Taken antipsychotics without a diagnosis of psychosis	21.2%	7.9%	16.5%	10.0%
Has fallen	16.1%	12.3%	17.0%	18.3%
Worsened stage 2 to 4 pressure ulcer	2.4%	1.7%	2.7%	0.8%
Daily physical restraints	2.5%	0%	1.0%	0.9%
Has pain	5.2%	0.8%	4.6%	0.2%
Worsened pain	8.9%	5.4%	5.3%	7.4%

The Canadian Institute for Health Information released the Q4 Jan-Mar 2022 data for publicly reported indicators. While the data still acknowledges greater level of resident acuity it also reflects areas of improvement for example, taken antipsychotics without a diagnosis of psychosis and pain.

Operational Reviews

As part of the County’s comprehensive risk management program, the Accreditation and Quality Specialist and the Clinical Specialist are scheduling operational reviews with each care community. The 2022-2023 schedule has been arranged to visit each care community monthly, to review an area of focus using the Quality and Risk Management Framework; highlighting strengths, supporting consistency of practice for the care communities, and determining if changes need to be made to systems and processes. June focused on the resident experience, clinical care, specifically the medication management systems.

Quality Improvement Plan

Under the *Excellent Care for All Act* all health care organizations in the province are required have a quality improvement plan (QIP) developed, publicly posted, and submitted to Health Quality Ontario (HQO) by April 1 every year. At the start of the pandemic the requirement for a QIP and progress review was placed on hold by Ontario Health. This has now been rescinded and for 2022/23 health care organizations have been asked to submit a QIP on a voluntary basis. The Grey County Long Term Care Homes will be submitting individual QIPs by June 30, 2022. As in the past, HQO sets the quality objectives to reflect provincial health care priorities.

The priorities for the 2022/23 Long Term Care sector QIPs include working on the following indicators

- Number of ED visits for modified list of ambulatory care-sensitive condition per 100 long-term care residents
- Percentage of residents responding positively to: “What number would you use to rate how well the staff listen to you”
- Percentage of residents who responded positively to the statement: “I can express my opinion without fear of consequences”
- Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment

The care community teams, and committees have developed internal targets and planned improvement initiatives to meet or exceed provincial averages or benchmarks.

[Grey Gables Quality Improvement Plan 2022-23](#)

[Lee Manor Quality Improvement Plan 2022-23](#)

[Rockwood Terrace Quality Improvement Plan 2022-23](#)

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 May 30, 31, and June 1-3. They conducted a Critical Incident System Inspection in follow up to 4 Critical Incidents that had been reported by Lee Manor. While on-site they also completed an Infection Prevention and Control Inspection. During the course of their visit, inspectors made relevant observations, reviewed records, and conducted interviews. There were no findings of non-compliance.

[Ministry of Long Term Care Critical Incident System Report June 7 2022](#)

Rockwood Terrace

Ministry of Long Term Care inspectors attended the Care Community June 13-current to conduct a Critical Incident System Inspection that included follow up on 4 Critical Incidents and to complete an Infection Prevention and Control Inspection. Report pending.

Outbreaks

Grey Gables

Grey Gables had a Rhinovirus (common cold) outbreak that commenced on April 19th and was declared over on April 25th. The outbreak affected 2 Residents and 2 staff.

Lee Manor

Lee Manor's 2 North COVID outbreak that commenced on April 12th was declared over on April 29th. The strain identified was the Omicron variant which affected 6 residents and 4 staff members.

On May 14th a confirmed COVID-19 outbreak was declared by Public Health on 3 North. The outbreak affected 15 residents and 9 staff. The outbreak was declared over on June 4th.

A few weeks later on May 29th a confirmed COVID-19 outbreak was declared by Public Health on 3 south. There were 6 residents affected and no staff. The outbreak was declared over on June 9th.

Throughout the outbreaks the Outbreak Management Team including our partners at Public Health worked in collaboration to manage the outbreaks. Public Health partners also conducted an IPAC assessment in each case to support current practices and offer some recommendations.

Rockwood Terrace

Rockwood Terrace has not experienced outbreak during the reporting period.

People

April 15-June 14, 2022	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	22	21	7
Number of Staff Onboarded	8	17	7
Number of Retirements/ Resignations	3	15	14
Number of Student Placements	0	1	2

Projects, Location Events and Other

Grey Gables

The week of Easter was full of lots of springtime fun, including egg decorating, learning about Easter traditions around the world and a spring themed painting class. A beautiful Easter Worship service was held followed by an afternoon of Bunny Visits and an Easter Egg Hunt.

Celebrating Cinco de Mayo was how we started off the month of May. Entertainment by David Fries and the occasional sombrero or two made the day full of fun.

Mother's Day 2022 was such a wonderful day at Grey Gables. We began the day with bright and cheery mimosas at breakfast. A Mother's Day corsage was delivered to each and every lady first thing Sunday morning. The afternoon was full of lots of visitors, musical entertainment by Ronnie Harrison.

We had two farewell gatherings this spring. All were with mixed emotions as we said goodbye to two valued members of the Grey Gables team. For 34 years Ruthie Irwin worked hard to create a warm, welcoming home for the residents who called Grey Gables home. She retired on April 11th and the resident's enjoyed an afternoon celebration in her honor. John Broad also announced his retirement after 6 ½ years as our treasured maintenance supervisor. John's amazing work ethic combined with a huge heart, vast knowledge and resident centered attitude made him an exceptional asset to this home. The residents gathered again on May 11th to wish John all the best in this exciting new chapter.

Lee Manor

Lee Manor welcomed Spring with the return of many seasonal programs, including Community Bus Outings, Picnic Lunches, Order-In Lunches, Ice Cream Days, Outdoor Entertainment, Horticulture Club, Butterfly Kits and more.

The residents celebrated Mother's Day with several events, including thematic arts and crafts, mocktails and mimosas, and handcrafted corsages. Mothers were also invited to participate in a community project, wherein they could write greeting cards with advice to new moms. Approximately one dozen cards were sent to the Labour and Delivery unit at the Owen Sound Hospital to be shared. A special meal service was held on the Sunday evening, including a menu selected by the Resident Council, and table linens to elevate the occasion.

In recognition of Seniors' Month (June), residents were asked to share their stories in a project titled "These Hands." Residents were prompted to share what their hands have accomplished throughout their lifetime and their stories were paired with portraits of their hands. A display was put in the Ice Cream Parlour, highlighting the outcomes of this project. Families were also invited to share the stories of their loved one's hands, and we received a few very touching stories for residents who could no longer share their own.

Rockwood Terrace

On Monday April 25th Reverend William Basson and Rob Nixon representing the Durham Presbyterian Church presented our Care Community with 150 treat bags for each team member in a show of appreciation and support from the Durham Community. These thoughtful gifts were a group effort from

the congregation of the Durham Presbyterian church, with children decorating the bags, the junior church members making the cookies and the adults also behind the idea and making it happen. Their kindness was greatly appreciated!

Throughout the last few months many of our residents have enjoyed visiting Finnigan a Golden Retriever that is easily identified who wears a green vest, while walking the halls of Rockwood. Finnigan is just over a year old and is practicing becoming a Therapy Dog. His goal in life is to bring comfort to residents in our Long-Term Care Home.

Mother's Day was a busy weekend, with many visitors and deliveries, as well as virtual, indoor and outdoor visits. Additionally Rockwood Terrace celebrated the ladies of the Home with a Special Event held on Saturday May 7th. Mimosas were served along with red velvet cupcakes. Motherly advice was shared by attendees during an afternoon of socializing and celebrating all our ladies. The gift table was a huge hit, everyone had an opportunity to select a sun hat, scarf or jewellery item.

Now that the nicer weather is finally here, residents have been enjoying the beautiful weather and outdoor spaces. Residents are enjoying the fresh air, exercise, and assisting or watching the gardening projects that are underway.

On Friday May 20th we said goodbye to our daycare partners who have been at Rockwood Terrace since the early 2000's, and we are going to miss their presence. Seeing the kids have brought many smiles to our resident faces. We look forward to reconnecting in the near future and the support staff still plan to have the kids make decorations for place settings in the dining room for special events.

The Recreation Team set up a Drive in Movie and Concession Stand in the Auditorium on the last weekend in May which was a huge success. Popcorn, licorice, and other goodies were served while watching movies on Saturday and Sunday afternoon.

Residents have enjoyed lots of musical entertainment with Wellington Country, an Elvis Tribute with Spencer Bristow, Sam and Robin, Al Crawford and Ron McManus. We were also happy to have Cara back for one-to-one music played in the Resident areas on May 31st.

On Friday May 27th Residents enjoyed an afternoon of pool, with a pool table made by our Recreation Team. Lots of laughs were had watching our seasoned pool players as well as others new to the game, try their luck at the sport. It was a great afternoon of fun competition that they look forward to doing again!

We are busy organizing some programs to recognize Durham's 150th Homecoming Celebration. Rockwood Terrace is putting a float in the parade and some of our residents are also looking forward to participating in this event.

Occupancy

2022 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	May-Jun/2022	Year to Date	May-Jun/2022	Year to Date	May-Jun/2022	Year to Date
Occupancy	93.02%	91.14	95.07 %	94.26%	98.4%	96.3%
Move-Ins	3	16	12	27	5	15
Discharges	1	14	10	31	4	14

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

Grey Gables

There have been no visits from external partners during this reporting period. A BSTU presentation was given to the Long Term Care Committee and partners outlining the program and processes for admissions.

Lee Manor

A Public Health Representative conducted two IPAC assessments during the reporting period to help monitor and manage our active outbreaks. The final reports were shared with minor recommendations.

Rockwood Terrace

An Inspector from Public Health attended the Care Community May 5th, to complete an inspection of the main kitchen. Two non-critical violations were noted at the time of the inspection, and both have been corrected.

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

Grey Gables

Monthly fire drills were held as per legislation. Daily temperatures are taken of 2 Residents bedrooms (in different parts of the home), One common area and a designated cooling area, this happens 3 times per day (morning, afternoon, and nights shifts) as per Ministry Regulations.

Lee Manor

Monthly fire drills were held as per legislation.

Rockwood Terrace

Monthly fire drills were held as per legislation and the annual testing of fire systems was completed during the month of May.

We are currently completing some minor renovations to the former day care area to allow for much needed meeting, office, and storage space.

Risks

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

Written Complaints Summary

Grey Gables

The home received one written complaint which as been addressed, and an action plan implemented.

Lee Manor

Lee Manor received one written complaint which was addressed by the care team.

Rockwood Terrace

The Care Community received three written complaints during the report period. Two have been resolved to the satisfaction of the resident/family while one family remains unsatisfied.

Compliments/ Colour It Story

All three homes would like to extend sincere appreciation to the Thornbury-Clarksburg Rotary Club for the "Kindness lives and works here" banner received in celebration of Senior's month.

Grey Gables

Grey Gables was able to Colour It for the residents and community by hosting the Queens Jubilee Celebration on June 4th. A commemorative white pine tree was planted on the grounds of Grey Gables. The celebrations took place at the front of the care community with speeches, music, ribbon cutting, a plaque presentation and cake. The plaque is a beautiful hand carved wooden tree that represents the white pine tree that was once harvested for the masts and spars for the British Navy and will be hung in the front foyer for all to see. The turn out was great for residents and local community members, it was nice to see the support from the local dignitaries who where able to attend. The residents had an opportunity to share stories they had of the Queen and be a part of the ribbon cutting. The residents of

Grey Gables would like to thank the Peace committee of Grey Highlands for including them in this amazing celebration.

Lee Manor

Lee Manor is home to many talented residents with unique interests, hobbies, and skills. As a part of the Colour It philosophy, we strive to find ways to highlight and honour these talents. Recently, staff identified an opportunity to highlight a new resident's artwork, by making placemats out of his completed pieces. This idea was inspired by some laminated art that the family had hung in the resident's room, to celebrate and share his work. Four pieces of the resident's art were copied and laminated to create a set of placemats for the weekly outdoor picnic lunches. The resident was truly honoured by this project, and we look forward to sharing his work with the Lee Manor community!

The recent Provincial Election also brought about a Colour It opportunity at Lee Manor. Due to two COVID-19 outbreaks at the home, the residents on 3rd North and 3rd South were unable to attend the polling station at the home on June 2nd. Recognizing the importance of this opportunity as a Resident Right, the home worked with Elections Canada to bring in two attendants for Advance Polling on May 31st. The attendants were trained in Infection Prevention and Control and had experience working in outbreak settings. They facilitated door-to-door voting for the residents on the outbreak home areas, ensuring each resident had the opportunity to vote. The residents truly appreciated this accommodation and felt valued, respected, and heard. We are proud to have worked with our partners to find a way to Colour It with voting!

Rockwood Terrace

On Saturday May 28th, some Rockwood Terrace team members took part in the Grey-Bruce Defeat Depression 5 km walk/run in Mildmay. The Defeat Depression campaign provides hope and reduces stigma for people impacted by depression and other mood disorders. Funds raised supported the Canadian Mental Health Association Grey Bruce. Our team, the Rockwood Terrace Colour It Heroes, raised \$2270.00 for this worthy cause.

Resident/Family Council Updates

Grey Gables

Residents' Council met April 26th & May 31st. At the May meeting we reviewed the new Residents' Bill of Rights and highlights in the Fixing Long Term Care Act.

Family Council's next scheduled meeting is on Wednesday June 29th. Accreditation Specialist Renate Cowan will present an overview for the Fixing Long-Term Care Act for our family members.

Lee Manor

Family Council continues to meet virtually on a monthly basis. In April, the Family Council invited Nutrition Manager Paige Caswell to share an update on the department. Paige discussed the home's Colour It Dining Committee, and goal of improving the resident's dining experience. This was very well received, and we look forward to similar opportunities in future. In May, the Family Council was

provided a special presentation on the Fixing Long-Term Care Act by Quality and Accreditation Specialist Renate Cowan. The Council was given opportunity to ask questions and share their feedback on the new Act. The Council intends to meet in-person, outdoors for the month of June. We hope this will improve participant experience and encourage previous and new members to join the Council.

Resident Council also meets monthly, in-person with physical distancing and voluntary resident masking. In May, the 2021 annual program reviews were discussed along with an overview of quality improvement and the updated Resident Bill of Rights.

The Council has enjoyed the resumption of live meetings as an opportunity to engage with co-residents from other home areas. We look forward to trialing some outdoor meetings in the summer months.

Rockwood Terrace

Family Council did not meet during the reporting period however a meeting date of June 29, 2022, has been set in an effort to spark interest in this important program.

Resident Council met May 9 and June 6, 2022. The action plan that has been created in response to recent resident and family surveys was shared at the May meeting as well as an update on the redevelopment plan. In June, residents were provided an update related to ongoing COVID policies and procedures.