

# Grey Gables, Lee Manor, and Rockwood Terrace



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

Submission Date: November 8, 2022

Information for the Months: August 15-October 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

Q1 2022 (April - June 2022)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q1 Apr-Jun/22	Q1 Apr-Jun/22	Q1 Apr-Jun/22
Improved or remained independent in mid-loss ADL	28.6%	27.4%	41.3%	38.1%
Worsened ADL	32.5%	36.4%	34.2%	27.8%
Worsened mood from symptoms of depression	21.3%	33.7%	27.4%	20.2%
Taken antipsychotics without a diagnosis of psychosis	21.4%	13.8%	16.6%	7.3%
Has fallen	16.2%	11.9%	16.9%	18.3%
Worsened stage 2 to 4 pressure ulcer	2.4%	1.9%	2.7%	0.7%
Daily physical restraints	2.4%	0%	1.1%	1.0%
Has pain	5.1%	0.4%	4.1%	0%
Worsened pain	8.8%	6.1%	6.9%	4.9%

The Canadian Institute for Health Information Q1 April-June 2022 data was released mid September. The care communities have sustained improvement and are below the provincial average for the following indicators - taken antipsychotics without a diagnosis of psychosis, daily physical restraints, has pain and worsened pain.

As part of the County’s comprehensive risk management program, the Quality Specialist and the Clinical Specialist continue to schedule operational reviews with each care community. The focus for 2023 will be reviewing mandatory programs that are required under the Fixing Long Term Care Act. The 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.

The annual Resident and Family Experience Surveys will be released in November 2022 for completion by mid December 2022. The results of the surveys will be shared with this committee.

## Ministry of Long-Term Care (MOLTC) 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 have not visited the care community during this reporting period.

### Rockwood Terrace

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

## Outbreaks

### Grey Gables

A suspect outbreak was declared at Grey Gables from September 5<sup>th</sup> to September 7<sup>th</sup>. One resident had tested positive after returning from an outing. Re-testing was completed and had returned with little infection rate, therefore suspect outbreak was declared over.

### Lee Manor

Two COVID-19 outbreaks were declared by Public Health during the reporting period. The first outbreak was declared on September 13<sup>th</sup> on home area 2 South and was declared over on October 14<sup>th</sup>. There were 18 residents affected and 8 staff. The initial case was identified via surveillance testing following a resident LOA.

On September 20<sup>th</sup>, a COVID-19 outbreak was declared on the 1<sup>st</sup> South home area and declared over on October 6<sup>th</sup>. There were 6 residents affected and 4 staff.

The Outbreak Management team worked in collaboration with our Public Health partners to monitor and manage the outbreaks.

### Rockwood Terrace

Rockwood Terrace managed two outbreaks during this reporting period. On second floor, the outbreak started August 5<sup>th</sup> and was declared over on September 1<sup>st</sup>. In total 23 residents were affected.

Third floor was in outbreak from August 20<sup>th</sup> to September 7<sup>th</sup>. In total 30 residents were affected including one death.

## People

August 15-October 14 2022	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	11	60	11
Number of Staff Onboarded	10	18	8
Number of Retirements/ Resignations	0	4	7
Number of Student Placements	2	7	3

## Projects, Location Events and Other

### Grey Gables

Residents enjoyed participating in the 164<sup>th</sup> Markdale Fall Fair. Homegrown vegetables, flowers, baking, and handicrafts were all submitted for judging this year and three 1<sup>st</sup> place, seven 2<sup>nd</sup> place & four 3<sup>rd</sup> place ribbons were received. We were also treated to a late summer bus trip to a robotic dairy farm at Torrie Farms.

A Back-to-School Week was celebrated, and residents went back to school in September attending music class, geography lessons and even a spelling bee.

The week of September 12<sup>th</sup> to 18<sup>th</sup> we celebrated the third annual Residents' Council Week in Ontario. The Residents' Council is intended and designed to form the collective voice of all residents who reside in the LTC home, whether they attend meetings. Grey Gables is very proud of our active Residents' Council and the positive change they bring to the home. Their insight, ideas and opinions are valued.

September 30<sup>th</sup> marked the Annual National Day for Truth and Reconciliation commemorating of the tragic and painful history and ongoing impacts of residential schools. Staff and residents showed their support by proudly wearing the colour orange to help raise awareness and understanding.

Thanksgiving brings so many fun activities and decorations into the home and the Residents enjoyed a yummy traditional Thanksgiving Dinner with all the trimmings.

### Lee Manor

Residents enjoyed a variety of activities throughout the month of August, including traditional programming and a few special events. On August 15<sup>th</sup> two miniature ponies and a donkey visited the FamiLee Garden. Residents were able to view, pet, and groom the animals. The final days of summer were celebrated with an array of outdoor activities, including outdoor church services, live entertainment, picnic lunches, and lawn games.

The home was decorated for the Fall season at the beginning of September, coinciding with “back to school.” The home’s entryway was transformed with haybales, cornstalks, and scarecrows. On September 30<sup>th</sup> the home hosted a Fall Fair in the FamiLee Garden. The event was complete with festive décor, outdoor games, crafts, and more.

Residents’ Council Week was celebrated from September 12<sup>th</sup> – 18<sup>th</sup>. Residents and staff participated in daily trivia for their chance to win. To keep the festivities rolling the Dietary department hosted a “Residents Choice” BBQ on September 21<sup>st</sup>, complete with placemats sent from the Ontario Association of Residents’ Councils (OARC).

The beginning of October brought about several Fall themed activities, including arts and crafts, an apple cider social, baking fresh bread and outdoor walks. Thanksgiving was celebrated in many ways, including socials, food and drink programs, trivia, and reminiscence groups. Residents also enjoyed a traditional Thanksgiving meal for dinner.

## Rockwood Terrace

Residents enjoyed some local corn on the cob Labour Day weekend. Local produce is always nice to enjoy and the ladies who helped to shuck the corn also enjoyed this activity and reminiscing about cooking corn on the cob for their families.

Rockwood started the autumn season on the high seas highlighting pirates, shipwrecks, and sunken treasure in honor of September’s National “Talk Like a Pirate” Day and World Maritime Day.

We hosted a Dog Show with R&R Pet Paradise Power Paw on Tuesday September 13<sup>th</sup>. Residents enjoyed being entertained by nine very talented dogs. The best part of the show was the meet and greet at the end, where residents had the opportunity to meet these talented dogs up close and personal.

On September 20<sup>th</sup>, Giddy Up, and Go Ponies brought a few animals to our home for residents to meet. Residents enjoyed the petting zoo with a few ponies, a donkey, and a rabbit.

Residents have been enjoying the Tuck Shop Program that has returned to a more social atmosphere. We are now serving tea and coffee again and residents can socialize with one another as well as the volunteers working in this area. It is great to see this program going strong again, giving residents a chance to connect with one another in this social setting.

We have been enjoying lots of musical entertainment with a variety of our regular entertainers such as Al Crawford, Born Country, Ron McManus, and Spencer Bristow performing his Elvis Show. We have had a few new or returning entertainers such as Take One Plus One and Cowboy Up which have been enjoyed with new music and shows to entertain us.

With the nice weather in September, we enjoyed lots of time in Pinegrove Garden, even having a campfire one afternoon, singing songs and roasting marshmallows. Once the cooler weather arrived the recreation team served spiced lattes and hosted a Tim Hortons Drive Through event for all the residents to enjoy.

The Dietary Team provided a delicious Thanksgiving luncheon and a fun Oktoberfest Luncheon with “beer” served during the meal. With many residents having German heritage this luncheon is often a favourite in the Care Community.

## Occupancy

2022 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Sept-Oct 2022	Year to Date	Sept-Oct 2022	Year to Date	Sept-Oct 2022	Year to Date
<b>Occupancy</b>	92.1%	91.8%	98.08%	95.92%	95.17%	95.73%
<b>Move-Ins</b>	4	26	3	41	8	28
<b>Discharges</b>	5	25	6	41	9	58

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

### Grey Gables

A Public Health inspector attended the care community on October 6<sup>th</sup> and completed an inspection of the hair salon and main kitchen. There were no violations noted in both reports.

### Lee Manor

A Public Health inspector was on site to conduct an IPAC inspection following our declared outbreak on 2 South. No concerns were noted with our IPAC practices and protocols.

### Rockwood Terrace

An inspector from Public Health attending the Care Community on October 5<sup>th</sup> and completed and inspection of the hair salon and main kitchen. There were no violations noted in the report related to the hair salon. There were two non-critical violations noted in the report related to the kitchen that were related to chipped paint and ice build up in the walk-in freezer. Both items are being addressed by maintenance.

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

### Grey Gables

Monthly fire drills were held as per legislation. On September 26 – 29<sup>th</sup>, Troy Fire & Safety was on site to inspect our fire alarm systems.

## Lee Manor

Monthly fire drills were held as per legislation.

## Rockwood Terrace

Monthly fire drills were held as per legislation.

The Emergency Manual and the home specific Fire Plan have recently been updated. The Fire Plan will be forwarded to the West Grey Fire Department for their review. Training has commenced with Team Members regarding the changes to the Emergency Manual.

## Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	0	3	2

## Written Complaints Summary

### Grey Gables

No complaints received during this reporting period.

### Lee Manor

One written complaint was received during the reporting period related to a care concern. The concern was addressed by the Leadership team.

### Rockwood Terrace

Two written complaints were received during the reporting period related to care concerns. Both concerns have been addressed to the satisfaction of the complainant.

## Compliments/ Colour It Story

### Grey Gables

We continue to Colour It Relationships with our amazing volunteers. The home received a very generous donation of a park bench from a previous volunteer's family who recently passed. This donation will continue to be used by our residents for years to come; it is located in our memorial garden.

## Lee Manor

Birthdays are a beloved milestone for staff, residents, and visitors alike. This September, one resident shared his own unique birthday wishes, giving the home an opportunity to Colour It his way. Using his communication tool, the resident shared his request for a Pizza Hut lunch for himself and his roommate, complete with an extra-large pepperoni pie. He also shared his request for a maintenance staff to sing him happy birthday. Knowing how meaningful this would be the team pulled together to make this happen. A few extra surprises by the care team made this day extra special.

The Colour It promise is an integral component of outbreak management. During any outbreak, a conscious effort is made to ensure that the resident's social and emotional wellbeing is cared for. This need is often met through one-to-one recreation and social work services, modified dining, and as an outbreak de-escalates, small group opportunities. Working with our partners at Public Health, a risk management strategy has also been developed to support residents in outbreak going outdoors. Using personal protective equipment (PPE), masking, high touch cleaning and physical distancing, we have developed safe strategies to support residents in outbreak getting outside. This strategy was employed during the most recent COVID-19 outbreak and proved very meaningful for the residents who participated.

## Rockwood Terrace

Every year, to Colour It Community and build Relationships, the residents participate in the Terry Fox Walk. We held this event here at Rockwood on September 13<sup>th</sup>, unfortunately the weather did not cooperate, and we had to hold the walk inside. The location change did not spoil the enthusiasm our residents had to participate in this worthy cause that is so close to our hearts. We would like to proudly share that we raised \$592.00 for this charity.

## Resident/Family Council Updates

### Grey Gables

Family council met on September 27<sup>th</sup> & October 25<sup>th</sup>. Both meetings were well attended and included guest speakers. Family Council has moved to a hybrid model accommodating both in-person and virtual participation.

Residents' Council continues to meet monthly. We met on Wednesday August 31<sup>st</sup> & Wednesday September 21<sup>st</sup>. No issues or concerns were brought forward at either of these meetings.

### Lee Manor

Family Council continues to meet monthly using a hybrid model of in person and virtual attendance. The Council was invited to participate in an Emergency Management Consultation meeting hosted by Renate Cowan, Quality Specialist on September 14<sup>th</sup>. Members were also provided a recording of this presentation. We continue to develop recruitment strategies to promote and engage more families in the Council. We look forward to reconvening at the end of October.



Resident Council also continues to meet monthly, in-person with physical distancing and voluntary resident masking. The Council continues to be well engaged in the meetings, voicing their interests, and sharing their feedback.

## Rockwood Terrace

Resident Council met September 12<sup>th</sup> and October 7<sup>th</sup>. Council Terms of Reference and the Whistleblower policy were reviewed. September 12-16<sup>th</sup> was Resident's Council week in Ontario. This was acknowledged with a scavenger hunt and activity pages.

Family Council met on September 14<sup>th</sup>. Quality Specialist, Renate Cowan attended the meeting to review enhancements that have been completed for the Emergency Management Plan. Nutrition Manager, Sherry McDonald attended to review Nutrition changes in the Fixing Long Term Care Act.