

Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: October 8, 2019

Information for the Months of: August and September 2019

Scorecard: Quality

Publicly reported indicators – Q1 2019 (April - June 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Rockwood Terrace			
		Q2 Jul-Sept/18	Q3 Oct-Dec/18	Q4 Jan-Mar 19	Q1 Apr-Jun 19
Improved or remained independent in mid- loss ADL	29.1%	42.6%	39.40%	38.90%	37%
Worsened ADL	32.8%	31.2%	34%	31.3%	33.7%
Worsened behavioural symptoms	12.7%	13.9%	14.4%	11.5%	13%
Worsened mood from symptoms of depression	22.8%	33.9%	30.7%	23.6%	23.3%
Taken antipsychotics without a diagnosis of psychosis	19%	10.4%	9.3%	7.3%	5%
Has fallen	16.6%	13.7%	14.4%	14.2%	13.3%
Worsened stage 2 to 4 pressure ulcer	2.6%	3.8%	3.5%	5%	4.4%
New stage 2 to 4 pressure ulcer	2.1%	3.5%	3.1%	4.6%	4.1%
Daily physical restraints	3.9%	2.5%	1.8%	1.9%	1.7%
Worsened bladder continence	17.9%	15.1%	16.1%	18.8%	21.1%
Has pain	5.2%	4.5%	2.5%	0.40%	0.20%
Worsened pain	9.7%	17.8%	13.4%	7.20%	7.9%

The 1st quarter data from the Canadian Institute for Health Information (CIHI) has recently been released. Rockwood Terrace is higher than Provincial average in six of the twelve indicators, but by 2% or less in five of these six. Three of these six indicators are trending down. Some of the increases are directly related to new admissions to the Care Community.

We continue to work on the quality improvement program for wound care/pressure ulcers.

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

No visits in this reporting period.

Scorecard: People

Building Services Manager Update

We are pleased to announce that Brandon Patterson has joined the Rockwood Team in the position of Building Services Supervisor effective August 12, 2019.

Brandon earned his Red Seal Ticket as an Industrial Millwright in 2009 and is currently apprenticing as an Industrial Maintenance Electrician. He has more than six years of experience as a Maintenance Mechanic with South Bruce Grey Health Centre, and over five years of supervisory experience as a site and mechanical superintendent.

Brandon believes that Resident's comfort is the top priority, so he will fit with our Colour It philosophy perfectly! He is looking forward to providing an appealing, clean and safe living and working environment for both residents and team members!

Office Personnel Changes

We are pleased to announce that Stacey Young has been promoted to the position of Office Coordinator effective August 6, 2019. Stacey joined the team at Rockwood Terrace July 2, 2019 as the Office Clerk.

Stacey has her Business Management Diploma from Georgian College. She has spent the last 2 years working as the Office Clerk at Lee Manor. With her knowledge and experience in LTC she has been a welcome addition to our Rockwood Team. Stacey interests include biking, baseball and all sports.

We would like to WELCOME Leah Tartavel as the new Office Clerk at Rockwood effective September 16.

Leah has her Business Administration & Marketing Diploma from George Brown College and will be a welcome addition to the Rockwood Terrace Team.

Colour It Awards

We are excited to announce that Andrea Watson, Associate Director of Care was nominated for the Community Colour It award. Andrea is the Registrar for West Grey Minor Hockey, is on the Physician recruitment committee, is the First Vice President of the Durham Agricultural Society and is very involved with the Durham Fire Fighters.

Projects, Location Events and Other

August outings included a trip to Dairy Queen on August 19, where resident's orders were up-sized and they were treated royally by the staff. Upon return, most residents felt supper wasn't needed!

On August 20th, Giddy Up & Go Ponies came to Rockwood Terrace. Residents had a wonderful afternoon visiting with all the animals and enjoying the sunshine in the back garden. From ponies, goats, and rabbits to llamas and ducks, there were animals of all kinds. The fluffy Chinese chickens that would cuddle right up on your lap and go to sleep were a resident favourite.

The residents were invited to attend the Fun Factory at the Durham Fall Fair August 30 to participate in all the games that were available to everyone while at the fair for free. They were also given a wide variety of pies to choose from and served Pie and coffee at the completion of the games. The residents participated in the Fall Fair again this year and Rocked it! They brought home four first place ribbons, one second place ribbon and three third place ribbons-Colour It Community!

Residents of Rockwood Terrace took part in our annual Terry Fox Walk on Monday September 9th. This event was held in our Pinegrove Garden with help from community organizers, staff and volunteers. This year we raised \$626.70 with pledges from family, visitors, staff, volunteers and residents. The money raised goes towards Durham's Terry Fox walk that was held Sunday Sept 15th.

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.3%	98.83%
Move-Ins	7	32
Discharges	6	31

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

There have been no visits within this reporting period.

Occupational Health and Safety Issues

Three team members attended Level 1 Health and Safety Training in September.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Fire drills were held for August and September.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Visitor upset as felt was given a "hard time" when she inquired about health information.	Investigation completed, resolved
Verbal	Outside Company received fax with a resident's health information in error.	Investigation completed, changed instructions on the fax machine, County Privacy Officer notified, Privacy Commissioners Office notified, letter provided to resident.
Verbal	Family upset with poor customer service provided by staff.	Concerns addressed with staff.
Verbal	Family upset with poor customer service provided by staff.	Resident needs met, concerns addressed with staff.
Verbal	Family upset with poor customer service provided by staff.	Concerns addressed with staff.
Verbal	PoA inquiring when private room and private bath will be available. Concerns expressed with dining situation.	Confirmed resident is on the internal wait list for this particular room type. Dining room issues addressed.
Verbal	PoA concerned for resident's safety related to current roommate.	Concerns addressed.

Compliments Summary

We continue to receive positive comments and appreciation from families.

Resident and Family Satisfaction Survey

Action plans being implemented. Currently preparing for the 2019 Resident and Family Surveys.

Resident/Family Council Updates

The August Resident Council meeting was held on the 23rd. As well as the usual agenda, residents were introduced to the new Office Coordinator and Building Services Supervisor.

The September meeting is slated to occur on the 27th.

There was no Family Council meeting held during these months.