

Grey Gables



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	Grey Gables			
		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%	37.1%	34.6%	33.1%	31.0%
Worsened ADL	32.8%	41.7%	44%	39.2%	34.8%
Worsened behavioural symptoms	12.7%	19.1%	16.1%	13.7%	14.0%
Worsened mood from symptoms of depression	22.8%	33%	28.2%	25.4%	25.0%
Taken antipsychotics without a diagnosis of psychosis	19%	25.6%	23.1%	18.9%	14.4%
Has fallen	16.6%	12.8%	13.2%	15.8%	16.8%
Worsened stage 2 to 4 pressure ulcer	2.6%	3.3%	3.3%	2.6%	2.2%
New stage 2 to 4 pressure ulcer	2.1%	2.6%	2.8%	2.1%	1.8%
Daily physical restraints	3.9%	3.8%	1.5%	0.0%	0.0%
Worsened bladder continence	17.9%	27.6%	31.3%	27.3%	22.1%
Has pain	5.2%	3.1%	2.1%	2.5%	1.2%
Worsened pain	9.7%	14.9%	13.5%	14.5%	13.3%

The Q1 data was recently released by the Canadian Institute for Health Information (CIHI). Grey Gables continues to make improvements in a number of areas. 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

- No inspections during the reporting period.

Scorecard: People

- Recruitment strategies have been successful over the reporting period, resulting in the hiring of 3 PSWs.
- On August 22nd, Grey Gables hosted the Volunteer Appreciation BBQ. Recreation staff and the leadership team prepared the meal and served twenty two volunteers to thank them for their care and service to the residents and the Grey Gables community.
- Welcomed a Highschool co-op student in September from Grey Highlands Secondary School.
- Headwaters Academy (a private school) will be coming to Grey Gables with 12 students 1x/week for the entire school year. We are doing Montessori style activities with the seniors and students each week. Building relationships and learning in a fun and interactive environment

Projects, Location Events and Other

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

- Weekly BBQ's continued through the month of August with our wonderful volunteer grill master cooking up a variety of summer time treats.
- In August we spent an evening at the Hanover Raceway. Staff, volunteers, Residents & family members all came together to make this event a huge success
- Tiger Paws Petting Zoo in August saw a variety of animals on the grounds of Grey Gables. A Crocodile, a kangaroo, a python, goats, lamas and many more.
- We were pleased to welcome Minister Fullerton, Minister of Long Term Care as well as Minister Walker and Minister Thompson to Grey Gables for a meet and greet on September 23, 2019.
- Quilt Show – showing the talents of our Residents, volunteers, staff and family members. Grey Gables has an amazing quilt display throughout the month of September.
- Breakfast & Supper Clubs began again in September.

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.2%	99.19%
Move-Ins	4	19
Discharges	4	21

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

There were no regulatory visits during the reporting period.

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 August and September.

Code Black was practiced in August.

Written and Verbal Complaints Summary

Type of Complaint	Summary	Outcome(s)
Verbal	Resident Complaint related to environment change	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 from volunteers following the Volunteer Appreciation BBQ.

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

Family Council did not meet in July & August but met on September 17th. The first meeting back was busy with guest speaker Alanna McKeogh discussing disability tax credits, Power Of Attorney, Probate and so much more. Discussions also continued on the cross walk issue after members of the council attended the Police Services Board meeting on Tuesday July 23rd.

Residents Council was held August 27th and September 27, 2019 – no issues or concerns were brought forward.

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