

Dearness Home Committee of Management

To: Chair and Members
Dearness Home Committee of Management
From: Leslie Hancock, Director of Long-Term Care
Subject: Director's Report to the Committee of Management for the
Period May 16, 2024, to August 15, 2024
Date: September 17, 2024

Recommendation

That on the recommendation of the Director, Long Term Care and with the concurrence of the Deputy City Manager, Social and Health Development, this report related to the Dearness Home **BE RECEIVED** for information.

Linkage to the Corporate Strategic Plan

Dearness Home, works toward the goal of Leading in Public Service by always seeking to improve services for the residents and their families.

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic.

Analysis

1.0 Background Information:

1.1 Previous Reports Related to this Matter:

- November 21, 2023, Director's Report, August 16, 2023, to November 1, 2023
- February 27, 2024, Director's Report, November 1, 2023 to January 31, 2024
- June 18, 2024, Director's Report, February 1, 2024 to May 15, 2024

2.0 Service Provision Statistics:

Occupancy Average May 1, 2024, to August 15, 2024	Number of Individuals on Waiting List as of August 15, 2024
98.53 %	Basic – 401 Private - 166

3.0 Ministry Inspections/Visits:

The Ministry of Long-Term Care visited the Dearness Home on August 2, 6, and 7, 2024, to conduct a Critical Incident inspection related to a fall. There were no findings of non-compliance. A copy of the Public Report can be found as attached as Appendix A to this report.

Public reports are posted by the MOLTC at the following link:

[Link to MOHLTC Public Reports](#)

Fire Inspections completed by the London Fire Department are current.

4.0 Mandatory and Critical Incident Reporting:

The Ministry of Long-Term Care (MOLTC) has a Mandatory and Critical Incident Reporting process which requires reporting of all critical incidents in the Home.

The following critical incidents were reported to the MOLTC during the reporting period:

Incident Type and Number (n) of Incidents	Issues	Status
<p>An outbreak of a reportable Disease:</p> <ul style="list-style-type: none"> • COVID (1) • Acute Respiratory (1) • Fracture of Unknown Origin (1) 	<p>An Covid-19 outbreak on 3 West, Forest Glen was declared on May 27, 2024 and resolved on June 3, 2024. There was minimal resident impact.</p> <p>An acute respiratory outbreak on 1 East, Oakdale, was declared on June 5, 2024 and resolved on June 13, 2024. There was minimal resident impact.</p> <p>Resident denied having a fall. Resident treated at hospital and returned to Dearness without incident.</p>	<p>Daily surveillance and infection control measures are in place to minimize a chance of outbreak and/or duration of outbreak.</p> <p>All required documentation was completed.</p> <p>Fall statistics:</p> <ul style="list-style-type: none"> • 17.6 % of residents fell between Feb 1 and May 15, 2024. • 24.17% of residents fell in Feb 2024. • 27.01% of residents fell in March 2024. • 26.54% of residents fell in April 2024. • 22.22% of residents fell between May 1 to May 15, 2024. • 87.02% had no injury. • 9.5% had temporary injury. • 3 % were transferred to hospital.

Incident Type and Number (n) of Incidents	Issues	Status
Fire Emergency (1)	Accidental fire started in resident's room.	Code red was called. Automatic sprinkler system deployed; unit temporarily evacuated; fire department deployed to the Home. No residents were harmed.

5.0 Infection Control:

- In early July we welcomed a Part-Time Infection Control Manager to the management team. Given the size of the Dearness Home and the increased legislative requirements around infection control, this position was greatly needed to support our Full-Time Infection Control Manager. The new manager brings with her many years of experience in Long Term Care, Hospital Based Nursing, Home Care and Organ Donation.
- During the reporting period, over 400 infection control audits were conducted. These included assessments of hand hygiene, personal protective equipment (PPE), COVID-19 self-assessment tools for long-term care and retirement homes, Infection Prevention and Control (IPAC) checklists, as well as audits in the kitchen, housekeeping, hairdressing, and wound cart areas. We are meeting the requirements of the Fixing Long-Term Care Act (FLTCA) and adhering to best practice guidelines, ensuring that frontline staff considerations are integrated into each review and change.
- Over the past quarter, multiple IPAC policies were reviewed with the management team to ensure alignment across departments before finalizing them for staff implementation. The IPAC team will continue to focus on best practices in policy reviews.
- The IPAC team has been analyzing trends to identify and implement improvements in our infection control program. A concern this quarter was the management of urinary tract infections (UTIs). We observed instances where antibiotics were prescribed without confirming a true infection, leading to negative results and subsequent adjustments by physicians. The IPAC team is collaborating with Home Physicians by providing best practice guidelines, Home statistics, and referrals to address UTI symptoms.
- The IPAC team completed the bi-annual COVID-19 vaccination campaign for staff, volunteers, and residents. Staff and volunteers received one vaccine each, and 63% of residents were vaccinated.

6.0 Health and Safety:

Regular monthly inspections were conducted during the reporting period. The Joint Health and Safety Committee (JHSC) meets monthly to discuss findings from the monthly inspections. The JHSC focused on lifting techniques and proper handling of heavy loads.

7.0 General Updates:

7.1 Highlights in the Recreation Department:

- Dearness celebrated 70 Years of Caring in June with a fabulous party that included live music and a barbeque with family and friends.
- The Home celebrated Seniors Month in June. 25 of our volunteers supported our staff to make this event a big success. The event included speeches from

the City Manager, supported by our Deputy City Manager, Councillors, Management and a special guest, the grandson of John Dearness.

- A new casual part time Recreation Coordinator was hired during the reporting period.
- The Home developed enhancements to our Spiritual Care Program. Sunday services have resumed and are supported by our community partners as well as providing extra support for our Spiritual Care Volunteers and support for our Palliative Care Program. Our first Spiritual Care Committee and Memorial Service since Covid was held in May.
- The Home's Volunteer Coordinator recruited 8 new student Volunteers to our growing program during the reporting period. Our Summer was well supported giving some of our regular volunteers a summer break. Due to outbreaks, our Volunteer Appreciation Event was postponed for 2025.
- 2 Recreation Coordinators and the Manager Community Life attended the TRO (Therapeutic Recreation Ontario) Conference during the reporting period.
- A full audit of the Home's artwork was completed.
- The Community Life team celebrated a retirement for one of our Recreation Coordinators who has been with the Home for 36 years.
- The Recreation department expanded the resident's popular virtual reality program to include tours of Venice, Rome, London, Dublin, Paris, etc.

7.2 Highlights in the Dietary Department:

- Special Meals were provided for residents on Father's Day, Canada Day and Victoria Day. Snacks and treats for each Holiday were provided.
- The Dietitian Team continues to update the dietary policies to bring them into line with best practices.
- The Summer barbeque series was launched with a special event for all residents of Dearness. Working with the other departments, we provided catering for the Dearness Home Annual BBQ and Car Show.
- A coffee tasting event was held for the Resident Food Committee in June.
- The Dietary department supported the Auxiliary Team with a Strawberry Social for all residents and staff.
- Work continues with the City to add Dearness to the existing vending contract.

7.3 Highlights in the Nursing Department Include:

- On June 21, for the third year, Dearness Home celebrated the unique heritage, diverse cultures, and outstanding achievements of Indigenous peoples in Canada by observing National Indigenous Peoples Solidarity Day. Staff were encouraged to wear orange shirts in the spirit of reconciliation, honouring, and healing, enjoyed strawberry drink, and were offered education sheets and samples of Sage and Cedar, two of the sacred medicines. A 4 Sacred Medicines education table was set up in the lobby for staff, residents, and families to visit and learn from some of our Indigenous staff. Excerpts of various pow-wow dancers and teachings related to Indigenous culture were played on the Dearness TV tour. The day was very well received by staff, families, and residents.
- With the Ministry of Health's new emphasis on palliative care following the passing of the *Compassionate Care Act*, our Home has tapped into new education resources being offered. In June we hosted Dr. Hook, Regional Champion for Advance Care Planning on behalf of Hospice Palliative Care Ontario, who presented to our staff on Palliative Care and Goals of Care. In July, we also offered sessions on Pain and Palliative Education to our Registered Staff. This education was presented by Carina Jacob, Palliative Pain, and Symptom Management Consultant from St Joseph's Health Care London. Both education opportunities took place at Dearness Home in our new auditorium and were very well received by all attendees.
- Over the last year, the Home has welcomed a number of new residents who best communicate through American Sign Language (ASL). In order to

ensure we are providing the best possible care and supportive environment, in June the Home engaged the resources of the City's Accessibility Specialist in the Anti-Racism and Anti-Oppression Division to train 60 of our direct care staff in health care specific ASL signs (e.g. pain, toilet, drink, sit, stand etc.). Both the staff and residents have felt this training has had a significant impact on the care we provide. We plan to continue with this training to encourage more of our staff to become trained.

7.4 Highlights in the Environmental Department Include:

- Replacement of Home's boilers project continue. The main boiler has been installed and is running. The second boiler to be installed and should be running August 26.
- The housekeeping department added 2 part time housekeepers during the reporting period.
- The maintenance department completed their quarterly preventive maintenance on all make up and air handling units.
- Arjo completed the annual preventive maintenance on all beds, tubs and scales in the Home.
- Fire broke out on chair in a resident's bedroom in our 2nd floor Home-area on the east side of the building late on August 13th. The fire detection system detected smoke and alerted staff immediately. Staff removed the resident and closed the door to the room, containing the smoke. Code red was called, and the necessary steps were followed. The sprinkler system doused the fire and the Fire Service arrived within minutes to completely extinguish the fire and to help with the water containment and removal process. No residents were injured. Temporary evacuation of several residents occurred. All residents, other than the person in the room of fire origin, were able to return to their bedrooms later in the night. Additional procedural and physical safeguards are being added to reduce the risk of fire due to improper smoking.

Recommended by: Leslie Hancock, Director, Long Term Care
Concurred by: Kevin Dickins, Deputy City Manager, Social and Health Development

CC: S. Datars Bere, City Manager
J. Millman, Senior Financial Business Administrator
L. Marshall, Solicitor
A. Hagan, Manager, Labour Relations
K. Beaune, Employee Relations Advisor


Ministry of Long-Term Care

Long-Term Care Operations Division
 Long-Term Care Inspections Branch

**Inspection Report Under the
 Fixing Long-Term Care Act, 2021**

London District
 130 Dufferin Avenue, 4th Floor
 London, ON, N6A 5R2
 Telephone: (800) 663-3775

Original Public Report

Report Issue Date: August 8, 2024

Inspection Number: 2024-1539-0001

Inspection Type:

Critical Incident

Licensee: The Corporation of the City of London

Long Term Care Home and City: Dearness Home for Senior Citizens, London

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: August 2, 6, and 7, 2024

The following intake was inspected:

- Intake: #00115971 - CIS: M514-000009-24, related to falls prevention and management

The following **Inspection Protocols** were used during this inspection:

Infection Prevention and Control
 Falls Prevention and Management

INSPECTION RESULTS

During the course of this inspection, the inspectors made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings



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of non-compliance.