

2016-2019 Description of Home and Services

LTCH Name:

A.1 General Information

LTCH Legal Name / Licensee	The Corporation of the City of London		
LTCH Common Name	Dearness Home		
LTCH Facility ID Number LTCH Facility (master number for RAI MDS)	H11483		
Address	710 Southdale Rd East		
City	London , Ontario	Postal Code	N6E 1R8
Geography served (catchment area)	City of London		
Accreditation organization			
Date of Last Accreditation	2003	Year(s) Awarded	2004-2007

A.2 Licensed or Approved Beds & Classification / Bed Type

Bed Types	Total # of Beds					Term of Licence	Comments/Additional Information
	A	B	C	D	New		
Regular Long Stay Beds	241						
Convalescent Care Beds							
Respite Beds	2						
Beds in Abeyance							
ELDCAP Beds							
Interim Beds							
Veterans' Priority Access beds							
Other beds *							
Sub Total # all Bed Types	243						
Total # all Bed Types	243						

*Other beds available under a Temporary Emergency Licence or Short-Term Authorization

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A.3 Structural Information

Type of Room (*this refers to structural layout rather than what is charged in accommodations*)

Number of rooms with 1 bed	243	Number of rooms with 2 beds		Number of Floors	5
Number of rooms with 3 beds		Number of rooms with 4 beds		Total # Rooms	243

Original Construction Date (Year) 2004

Renovations: Please list year and details (unit/resident home area, design standards, # beds, reason for renovating)

- 1)
- 2)
- 3)
- 4)

Number of Units/Resident Home Areas and Beds

<i>Unit/Resident Home Area</i>	<i>Number of Beds</i>
9 Units	27 beds each unit

A.4 Additional Services Provided

	Service Provided		Contract for Service		Explanation if applicable
	Yes	No	Yes	No	
Nurse Practitioner		X			
Physiotherapy			X		
Occupational therapy			X		
Ophthalmology/ Optometry			X		
Audiology			X		
Dental			X		
Respiratory Technology			X		
Denturist			X		
IV Therapy (antibiotics or hydration)		X			
Peritoneal Dialysis (PD)		X			
Support for hemodialysis (HD)	X				Arrange for transportation
French Language Services		X			
Secure residential home area(s)	X				
Specialized Dementia Care unit(s)	X				

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A.4 Additional Services Provided (cont'd)

Designated smoking room(s)		X			
Specialized unit for younger physically disabled adults		X			
Support for Feeding Tubes	X				
Specialized Behavioural treatment unit(s)		X			
Transportation Services		X			
Additional service commitments for new bed awards (1987 to 1998)		X			
Other (specify)					
Other (specify)					
Other (specify)					
Other (specify)					

A.5 Specialized Designations – Please note whether designation is official (e.g. MOHLTC, CCAC)

	Designated		Comments
	Yes	No	
Religious		X	
Ethnic		X	
Linguistic		X	
French Language Service Designation		X	
Aboriginal		X	
Other (specify)			
Other (specify)			
Other (specify)			

A.6 Community Linkages

	Service Provided		Comments
	Yes	No	
Volunteer program	X		
Service groups	X		Knights of Columbus, Lionesses
Language interpreters	X		Use staff & volunteers/ professional interpreters services available at a fee for service.
Cultural interpreters	X		Use staff & volunteers/ professional interpreters services available at a fee for service.
Advisory council	X		Resident and Family councils
Community board	X		London City Council
Faith communities	X		Four church organizations
University & College	X		Programs support/ Clinical placement

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Community groups	x		Alzheimer's Society
Other (specify)			
Other (specify)			

A.7 Services Provided to the Community

	Service Provided		Comments
	Yes	No	
Meal Services		x	
Social Congregate Dining		x	
Supportive Housing /SDL		x	
Adult Day Program	x		
Retirement living		x	
Homemaking	x		
Other (specify)			
Other (specify)			
Other (specify)			

A.8 Quality Improvement Practices – Please Include a Summary of the LTCH's Quality Improvement Initiatives

<i>Initiative</i>	<i>Comments</i>
CARF	Accreditation
Wound Care program being introduced in 2016	RFP for wound care program to improve clinical services is currently being considered
Lean Sigma Six initiatives	Quality improvement
Kaizen	Shipping and receiving operational effectiveness to be reviewed using Kaizen methodology

**2016-2019 Long-Term Care Home Accountability Submission (LAPS)
Service Plan Narrative**

LTCH Name:	The Corporation of the City of London
Facility Number:	H11483

Service Plan Narrative – Part A: 2016-19

1. Strategic Goals and Priorities:

To ensure that the residents of Dearness Home live with dignity in a secure, safe and comfortable environment which meets their physical, psychological, social, spiritual and cultural needs.

To continue the development and implementation of policies and procedures to ensure compliance with the Long-Term Care Homes Act, 2007 and achieve Accreditation.

To develop core programs designed to improve resident care outcomes including Incontinence Management and Falls Prevention programs.

To provide training and education to staff to assist them in dealing with a resident population with increasing levels of acuity and mental health issues.

To build a strong and supportive workplace by engaging staff in new initiatives and improvements, building positive relationships with our unions, promoting staff wellness and improving hiring and retention practices.

2. Advancement of the IHSP:

Dearness Home is committed to supporting the SW LHIN IHSP, including:

- Reducing transfers to emergency rooms through implementation of a Falls Prevention program
- Managing transfers to hospital resulting from mental health issues by working with community mental health resources and accessing BSO resources
- Focusing on resident care and safety, controlling the incidence of medication errors and inappropriate medications in order to limit hospitalization
- Establishing and fostering community partnerships with health care providers to build new and innovative programs and services that meet our shared needs
- Expanding the use of the Ontario Telemedicine Network to reduce hospital outpatient visits
- Continuing our work with palliative residents, creating a caring and comforting environment where suffering is relieved and quality of life is promoted in the last stages of life

3. Partnership/Integration Opportunities:

- Palliative Care Community of Practice
- South West Health Ethic Network
- Partnership with other LTC Homes

**2016-2019 Long-Term Care Home Accountability Submission (LAPS)
Service Plan Narrative**

Service Plan Narrative – Part A: 2016-19

4. Situation Analysis:

Dearness Home serves over 300 residents and families annually. Over the past three years, we have seen a gradual increase in the acuity of our admissions. Hospitals have extreme pressure to discharge, resulting in admission into long term care with increasingly complicated clinical needs. Furthermore, community care services have excelled in their area resulting in individuals living in the community for longer and only accessing LTC at the end stage of disease or disability. Long term care is well positioned to provide outstanding palliation, dementia, and wound care among other areas. Demographics continue to change and we more frequently service residents with varying cultural backgrounds resulting in the need to provide culturally sensitive care. This heightens the expectations across all disciplines/departments. For example, dietary needs of residents with cultural backgrounds such as kosher, and respecting religious holidays such as Ramadan requires our staff to maintain a high level of flexibility and creativity in delivering services that is person centered, and culturally sensitive. Finally, clients and their family members hold high expectations of service to be provided in long term care. No longer are individuals expecting to receive clinical care, but they hold the bar high with regards to quality of life and lived experiences, requiring a robust life enrichment component as part of the basic delivery of services. As a result of these expectations we have also experienced a decrease in resident satisfaction rates from 91% in 2013 to 86% in 2014. Expenditures have been increasing especially for electricity and food over the past three years by more than 3% .

5. Evaluation of Prior Year Performance (optional):

6. Changes to Operations Summary (optional):

7. Risks & Mitigations:

Type of Risk (i.e. Financial, Program, Operational, etc.)	Level of Potential Risk (low, medium, high)	Mitigating Strategy
Financial- Residents often choose to be admitted into a private bed because it is quicker to obtain admission, but are unable to maintain these costs in the long term. As a result, we run into situations where residents are unable to maintain financial obligations, but do not have a basic room to move into.	Low	We have set up an internal transfer list such that every other admission is offered an internal transfer for those who are on the list.
Operational- Enhance current pandemic plan	High	Team dedicated to make improvements to our current pandemic plan

**2016-2019 Long-Term Care Home Accountability Submission (LAPS)
Service Plan Narrative**

Operational- Synergy on Demand dietary system which is used to update resident care program to streamline all resident information.	High	Manually updating resident care information .
8. Impact of Redevelopment Project (if any)		