

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, 2022, to August 15, 2022
Date: September 19, 2022

Recommendation

That on the recommendation of the Director, Long Term Care and with the concurrence of the Deputy City Manager, Social and Health Development, the Director's Report to the Committee of Management for the Period May 16, 2022, to August 15, 2022, 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:

- February 14, 2022, Director's Report, November 1, 2021 to January 15, 2022
- June 13, 2022, Director's Report, January 16, 2022 to May 15, 2022

2.0 Service Provision Statistics:

Occupancy Average January 1 2022 to August 15, 2022	Number of Individuals on Waiting List as of August 15, 2022
99.19%	Basic – 424 Private - 202

3.0 Ministry Inspections/Visits:

The Middlesex-London Health Unit visited the Dearness Home on June 20, 2022 to conduct a Food Safety Inspection. There was one issue related to refrigeration and frozen storage of hazardous food that was corrected immediately during the visit.

There were no visits from the MOHLTC during the reporting period. Public reports are posted by the MOHLTC 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-19 	<p>A Covid-19 suspect outbreak on 2 East, Maple Place was declared on June 15, 2022 and resolved on June 27, 2022. There was minimal resident impact.</p> <p>A Covid-19 suspect outbreak on 2 West, Walnut Court, was declared on July 13, 2022 and resolved on July 21, 2022. There was minimal resident impact.</p> <p>A Covid-19 outbreak on 3 West, Forest Glen, was declared on August 15, 2022 and remains active. There is minimal resident impact.</p>	<p>Daily surveillance and infection control measures are in place to minimize a chance of outbreak and/or duration of outbreak.</p>
<p>Fall with Injury (6)</p>	<p>Fractures include one right clavicle, 2 left hip, 1 right hip, 1 left femoral neck and 1 intracranial bleed.</p>	<p>Fall Statistics:</p> <ul style="list-style-type: none"> • 16% of residents fell in between May 16 to May 31, 2022. • 42.3% of residents fell in June. • 48.1% of residents fell in July. • 25.1% of residents fell between August 1 and August 15, 2022. • 32.9% of residents that fell were found on the floor. • 84.6% had no injury. • 15.4% had temporary injury. • 7.4% were transferred to hospital.

5.0 Infection Control:

On August 2, 2022, in response to the new Ministry requirement for a full-time Infection Prevention and Control (IPAC) lead as outlined in the Fixing Long Term Care Act, 2021 (FLTCA), Dearness hired a new IPAC Coordinator. This new position will work full-time with a focus on continuous improvement, through recommendation of policies and procedures related to IPAC, responding to infectious/communicable diseases and complying with legislation.

6.0 Health and Safety:

The Occupational Health and Safety (OHS) Committee continues to meet in a modified form that includes the use of Teams. All Committee members are able to attend through this method. Regular inspections were conducted during the reporting period. Safety procedures continue to be reviewed annually and the Committee remains on schedule with its annual review.

7.0 General Updates:

7.1 Highlights in the Recreation Department:

- Our registered and fully vaccinated Essential Caregivers (ECs) have increased to over 600. Since the last reporting period, the 4 ECs per resident increased to allow as many trained ECs as desired to accommodate all family/friends of residents. Policy still only allows 4 ECs per resident in the Home at any given time. The General Visitor Program also continues to allow other fully vaccinated visitors to schedule an indoor visit with their loved one, and we continue to schedule 40-50 visits per week.
- A new Resident Council President was voted in place for the next annual term.
- 2 Recreation Coordinators had the advantage to attend an Equine Facilitated Learning (EFL) workshop designed for Recreation Therapists to enhance daily practices through experiential learning. The workshop focused on the impact of presence, non-verbal communication and connection, as well as learning mindfulness techniques to use personally and to share with residents.
- Dearness Home hosted the Provincial Election for our residents on June 2, 2022, enabling all residents who desired to participate.
- Recreation Coordinators worked with the dietary team to ensure every resident is celebrated on their birthday with a personalized approach designed to enhance their special day.
- The men of Dearness celebrated the return of the popular Men's Breakfast program.
- For Father's Day, all men of Dearness received a handmade greeting card and ice cream treat to commemorate the day.
- The Recreation Department successfully recruited 2 casual Recreation Coordinators during the reporting period.

7.2 Highlights in the Dietary Department:

- Supervisor training for Menu Stream has started with a go live date of September 14, 2022.
- The dietary department provided the residents with Father's Day, Canada Day and Civic Holiday meals as well as seasonal treats. We have started our summer BBQ series for the residents as well.
- The Dietary department cleared out overstock and equipment and has moved this into off-site storage.
- A new Cook was hired during the reporting period.

7.3 Highlights in the Nursing Department Include:

- As required under the new FLTCA, on July 11, 2022, the Home completed and published on the Dearness Home website, our Continuous Quality Improvement Interim (CQI) Report. Our focus for the 2022/23 CQI Report will be to address the Health Quality Ontario identified priority areas of Potentially Avoidable Emergency Department (ED) Visits, Resident Experience in terms of “Having a Voice” and “Being Able to Speak Up About the Home”, and Potentially Inappropriate Antipsychotic Use. However, the Home also chose to add an additional area of Continuous Quality Improvement to this year’s work plan under Safe and Effective Care: Falls. For this CQI Report, the Dearness Home will strive towards meeting the local South West Home and Community Care Support Services (HCCSS) average with respect to Emergency Department visits, the Provincial Benchmark for Potentially Inappropriate Antipsychotic Use, as well as Falls, and an in house established respectable Theoretical Best Target for Resident Experience. A copy of the CQI report is attached as Appendix A.
- On June 21, 2022, for the second 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 adorned a number of trees on the property with ribbons in the colours of the medicine wheel, were encouraged to wear orange shirts in the spirit of reconciliation, honouring, and healing, and enjoyed strawberries and strawberry drink. 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. A smudge demonstration, accompanied by live traditional singing and music, was held in the resident courtyard and residents were offered a strawberry drink. 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.
- In response to feedback from our resident and family surveys in early June, the Home invited our partners, Natural Smiles, to the Home to provide teaching and demonstration to our staff on how to provide effective oral care to those resident living with dementia. They provided this educational opportunity to our Day and Evening PSWs and RPNs on site. Over 70 of our staff were able to participate. The feedback from staff was very positive and we hope to have them in again in the future.
- In July the Home moved to post our Part-Time Restorative Care Coordinator position to Full-Time. The restorative care program is coordinated by an RPN with specialized training to ensure that each resident in the program is able to maintain or improve their independence, functional and cognitive capacities to the full extent of their abilities. The Home believes that by increasing the capacity of this program we can better serve our residents through this focus on quality of life and independence. The new candidate will start in the full-time role in early September.

7.4 Highlights in the Environmental Department Include:

- The Home’s Housekeeping Department continues to provide additional cleaning and disinfecting of the Home, as well as stocking and distributing isolation bins that provide staff with personal protective equipment (PPE).
- Close monitoring and inventory tracking of all PPE continues to be tracked using the Covid-19 Critical Supplies and Equipment (CSE) Survey which is completed weekly on Mondays and Thursdays. This tracking process will continue until further notice.
- Dearness continues to remain stable in PPE supply, with a 6 week back up supply.
- The auditorium addition began on July 11, 2022. A three week pause due to materials occurred, however, the project is still moving forward.
- Ergonomic assessments and a time study is being done in the laundry department.
- The Environmental Department is In the process of hiring more casual staff to assist with staffing shortages.

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

CC: L. Livingstone, City Manager
J. Millman, Financial Business Administrator
M. Liu, Senior Financial Business Administrator
L. Marshall, Solicitor
A. Hagan, Manager, Labour Relations
K. Cook, Employee Relations Advisor