

WHISPERS

FEBRUARY 2019



UPCOMING EVENTS:

February is Heart Month-The Activity Dept. will be hosting "Take the Chill Out of Winter" event. Given our recent frigid temperatures this activity could not have come at a better time. The idea is quite unique and allows for community involvement. Restaurants in Kemptville have been approached to donate a pot of soup and buns. In turn, the soup will be sold for \$2.00 a bowl with all money being donated to the Heart and Stroke Foundation. Residents, staff, family and visitors are encouraged to participate in this activity. The response from local businesses has been very positive which is not surprising. Kemptville is a wonderful caring community. Our soup dates will be :

Wednesday, February 20th and Wednesday, February 27th.

Feb.14th- Valentine's Day Party at 2pm with Ice No Slice. Staff will be voting for King & Queen of hearts for Retirement and LTC side.

Hug a Bear will be here passing out hugs to residents and staff

Happy Birthday To:

Shirley Irving - Feb.2

Lilah Gilmer - Feb.18

Jean Wilson - Feb.22

Elizabeth Oswald - Feb.23

Anita Clement - Feb.25

Lois Smith - Feb.28

We look forward to celebrating your day on Friday, February 22nd at 2pm at our Birthday Tea Party.



A warm welcome goes out to Anthony Alblas, & Norma Bradley who have moved into our LTC home and to Constance Driscoll, & Claire Poirier who have moved into our Retirement home.
Welcome

Bayfield Manor would like to send warm wishes to Ursula Indenbirken & Bruce Gaw who have been part of our Retirement family and have now both moved to another home

We are saddened to announce the passing of Audrey Taylor and Dorothy Reynolds from our LTC home. Our thoughts and prayers are with their family and friends. They will be missed by the Bayfield family.



UPCOMING MEETINGS:

Residents Council/Food Committee Meeting at 10:15am on Wednesday, February 7th (LTC Side)

If you wish to send Valentine messages to residents or staff Heart O Grams can be purchased on February 8th, 11th & 12th from the Activity staff for \$.50.

The Heart O Grams will be delivered on Valentine's Day



ANNUAL MINISTRY INSPECTION

The Ministry of Health conducts an annual on-site inspection of all long term care homes in Ontario, called the Resident Quality Inspection, or RQI. It is a very thorough process taking up to 2 weeks with several inspectors, and is always unannounced. Our inspection took place last October and we recently received the final report. The inspectors found 8 issues as follows: some doors that didn't close completely, a reported medication error, weekly skin reassessment not documented for 1 wound, insufficient evidence of residents and families having input into the Resident Satisfaction Survey, some medication quarterly reviews not up to date, a repositioning checklist not on file, a skin assessment being done on the wrong form, and no documentation of a response to the Residents Council on an issue they had raised.

While we did not do as well as we did last year (we had 4 issues), most of the concerns are around documentation, not problems with the actual care being delivered. As well none of these resulted in Orders, a more serious occurrence where the Ministry requires correction by a specified date. We have addressed several areas already; we have completed the implementation of the new skin and wound program and the quarterly med reviews are being updated by the new RN position. Nonetheless, we are disappointed at the result and will work all the more diligently to ensure that the next inspection is improved.

2018 SATISFACTION SURVEY RESULTS

We have received the results of the Satisfaction Survey that was distributed to all families and many residents last October. This is an annual survey conducted and coordinated by the Extencicare head office which allows homes to compare how they do on standard areas from year to year, and also to compare how they rate to the many other Extencicare residences. In response to feedback on the form itself, the survey was much shorter and easier to complete this year. Our results are still given with a comparison to all Extencicare homes.

There are 2 sets of questions, 1 an industry standard ("Quality of Life Survey", or QoL) and a separate set designed by Extencicare. In total there are about 50 questions in 10 areas- privacy, food, safety, comfort, decision-making, respect, staff responsiveness, staff relations, activities and personal relationships.

The full survey results are posted on the notice boards in LTC and RH (the results are reported separately of course). If you'd like a copy just let me or Mark know, or Dawn on RH, or have one of the staff ask us. Attached here is the summary page and I'll highlight the main points as follows:

Long Term Care

Overall Resident average (Quality of Life score) of 76.5%, compared to 67.4% for all of Extencicare.

We scored in the top quarter on over half of the 100 measures.

95% of residents and 100% of families would Probably or Definitely Recommend us.

There is a 100% satisfaction with medical services.

The biggest improvements were in staff responsiveness areas, while we saw a decline in "feeling like home" (although we are still in the top percentile).

We were pleased to see a big change in satisfaction around the handling of complaints with an 86% score.

Retirement

Overall resident average of 77.6% compared to 71.5% for all homes.

We continue to score well in most areas including comfort, privacy, staff responsiveness and respect.

We had another significant improvement in activity feedback.

We are very satisfied with the feedback generally, and are pleased that we are meeting the expectations of residents and families so well. We will continue to work to improve food quality and activities, and as noted will be focusing on recruiting PSWs this year. We will report back to you as we go forward, and if you have any suggestions or feedback, please let me know.

The Resident Satisfaction Survey is a valuable tool for us because it allows us to compare how we do with other homes, and how we do from year to year. It is a questionnaire only, though, so it's not helpful in telling **why** we do well or poorly. We rely on your feedback for that, and we welcome your comments, good or bad. Please do not hesitate to contact me or any of the department heads to provide any commentary on our services.

Gerry Miller

