



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 1, March 2024



Mission

Strong People...Caring Communities...Our Future!

Vision

We will create a diverse, equitable and inclusive community that embraces person-centred care and meaningful connection for all

We Value

Individuality, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news



Director's message

Welcome to the spring edition of our Long-Term Care Newsletter! Reflecting on our recent Annual Planning Day, attended by senior leadership and Family Council representatives, we've reaffirmed our commitment to three strategic pillars: care and service, embracing innovation and workplace excellence. We have developed our business plan for 2024 and we are eager to move ahead with several initiatives, including the implementation of an Emotional Model of Care, detailed in this newsletter.

In February, we celebrated Recreation Therapist Month and Pride in Food Service Week; and in March, we are recognizing Social Worker Week. I want to extend my gratitude to our dedicated staff for all they do.

As we welcome new residents, staff and volunteers to our homes, we encourage you to get involved with Resident and Family Councils to the extent you are interested and able to do so. Your concerns and suggestions are always valued— don't hesitate to reach out to a member of the management team.

Enjoy this edition of the newsletter.

~Laura MacDermid, Director, Long-Term Care and Services for Seniors



If you require this information in an accessible format, please contact Cortney Kay, Supervisor, Business Services at 705-426-7388 ext. 5303.

Quality



Annual Resident/Family Satisfaction Survey

Many thanks to the residents and families who responded to the 2023 Annual Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need improvement. We used the InterRAI Resident and Family Quality of Life Survey again this year, which is a best practice tool widely recognized across Canada and utilized by Ontario Health in the development of their quality performance measures for long-term care.

This year, 60 per cent of eligible residents and 29 per cent of families completed the survey. This is an increase in response from 2022 in both areas.

Divisionally, resident satisfaction regarding overall care and services was 83 per cent, which is a one per cent increase from 2022. Family satisfaction divisionally was 88 per cent, which was a four per cent decrease from last year.

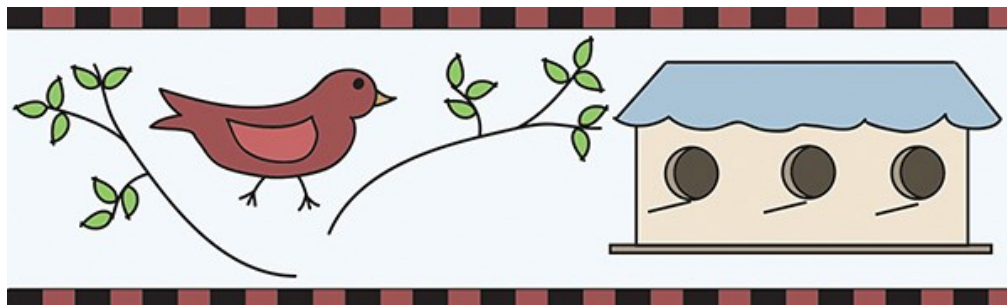
Each home is developing an action plan to address areas identified in the survey that need improvement. Individual home reports and infographics are available in each home to staff, residents and families.



Quality Improvement Plan

Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. Homes will be reviewing feedback and performance measures to determine priorities for improvement. The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health.

We will seek feedback from staff, residents and families in the development of these plans and when completed, they will be posted to our website.



Public Code of Conduct

Our division has recently developed a new policy on Public Code of Conduct, which can be used in conjunction with the Region of Durham Corporate Public Code of Conduct. This policy enforces our commitment to ensuring a respectful, harassment-free home for residents and workplace for staff. The Public Code of Conduct policy outlines the home's response to any type of inappropriate interaction, whether in person, over the telephone or written/electronic communication.

If you would like to have a copy of the policy, please see reception in your home.

Did you know?

Our homes have an alcohol policy that outlines how alcohol can be stored and consumed within the home. Alcohol may be offered to residents at designated recreation functions within the home (example, Pub, Wine and Cheese Social, etc.). The Recreation department organizes the provision of alcohol and monitors/limit the number of drinks served at events. Recreation staff are not able to serve alcohol to visitors and residents are not to bring their own alcohol to home-wide events.

Alcohol owned by the resident may be consumed in the following areas of home unless safety issues are identified: the resident's room, in the dining room at meals, in home areas and gardens/patios.



Infection Prevention and Control

Outbreak update

Our four long-term care homes managed many outbreaks this fall and winter season, as we experienced a resurgence in respiratory infections. Along with an increase in COVID-19 activity, we saw the return of other common respiratory infections, such as influenza and Respiratory Syncytial Virus (RSV). The homes work closely with our local public health unit, keeping an eye on trends and being well-prepared for outbreaks. Additionally, our homes had excellent vaccine uptake, adding an extra layer of protection this season for our residents and staff. Vaccines are our best defense and protection against a variety of viruses, and we encourage everyone to stay up to date with their vaccinations.



2024 planning

Our four homes have many goals this year for infection control and are very excited to continue to improve on the quality of care that is being provided. To highlight a couple of our projects:

Hand hygiene during mealtimes

Handwashing is one of the best ways to prevent the spread of germs and to protect yourself and others from getting sick. Remember, these germs can make you sick when you touch your eyes, nose or mouth with unwashed hands. That is why it is important to wash your hands before you eat to prevent any germs from going into your mouth. We hope to continue to encourage handwashing for residents before and after mealtime, and improve on these processes that help protect residents, staff and visitors.



Urinary Tract Infections (UTIs)

Overuse of antibiotics for misdiagnosed UTIs is very common in long-term care. It is important to understand the correct signs and symptoms of a UTI and how to properly diagnose and treat an infection.

Did you know that it is common to find bacteria in the urine of the elderly? In fact, 15 to 30 per cent of men and 25 to 50 per cent of women in long-term care have bacteria in their urine without symptoms. Bacteria in the urine does not always mean a resident has an infection, and they would not need to be treated with antibiotics without exhibiting the true signs or symptoms of a UTI.

What are the signs and symptoms of a possible UTI? A person may say it hurts or burns when they pass urine, it may be hard for them to urinate or they may feel the need to urinate more often, they may have a fever, or complain of pain in their side, lower stomach or lower back. It is important to note that disorientation, confusion, and smelly or cloudy urine are **not** reliable signs of a UTI.

How can you help? Please let staff know if a loved one has signs or symptoms of a UTI. Support and respect our doctors and nurse practitioners in their diagnoses and prescription of antibiotics.

Practice and Training team

Highlights

We are thrilled to update you on the exciting news and accomplishments from our homes. Despite the challenges brought by the pandemic, our teams have worked tirelessly to provide exceptional care and services to our residents.

In 2023, we focused on extensive training initiatives across all our homes. We proudly announce that we have successfully conducted over 250 clinical and non-clinical training sessions for our staff. We have also increased the number of preceptors and hosted 214 student placements across our four homes.

We are happy to inform you that we are now re-establishing our connections with school boards to restart and streamline co-op and volunteer placements. This will benefit both our residents and the students.

Additionally, we have participated in quality improvement training for Managers of Nursing Practice (MNPs) and Clinical Leads (CLs). This training has equipped our staff with the necessary tools and skills to enhance our services and ensure that our residents receive the best possible care.



Emotional Model of Care

Project update

We are pleased to provide you with an update on the progress of our Emotional Model of Care project. As you may know, this model of care is designed to improve the quality of care and well-being of our residents by taking a more holistic approach to care, and creating a more positive and comfortable environment for our residents, families and staff.

Since completing the Project Charter in January 2024, we have made significant strides toward achieving our goals. We have formed a Steering Committee and held several planning meetings to ensure we are on track to meet our objectives.

We are beginning the stakeholder engagement phase and have contacted vital stakeholders such as residents, families and staff to form an advisory group that will provide expert guidance and feedback throughout the project. Our goal is to gain a deep understanding of the needs, concerns and expectations of all stakeholders involved in the project. We will use this information to inform our decision-making and ensure that the project meets the needs of all stakeholders. Our engagement plan includes various methods to gather insight and change ideas, such as focus groups and one-on-one interviews. We are also developing a comprehensive communication plan to ensure all stakeholders are kept informed about the project's progress.

In addition, we recently held a brainstorming session to identify the fundamental principles that will guide our Emotional Model of Care. We are also pleased to announce that we have partnered with Ontario Tech University to work with us on this cutting-edge project.

As we move forward, the next steps in our project include an awareness campaign, which consists of a road show, naming the model and selecting the project pilot long-term care home. Our progress to date has been good and we remain committed to achieving our goals.

We will continue to keep you informed of our progress and welcome any feedback or suggestions you may have. Thank you for your ongoing support.



Lakeview Manor news

Family Council

As human beings, we crave connection to feel good about ourselves and close to others. Feeling connected to others helps us to feel seen, heard and understood. By intentionally reaching out to find and nurture human connections, we transform lives in meaningful ways.

The Family Council at Lakeview Manor is made up of individuals who choose to connect and look for ways to enrich the lives of the residents, families and staff of the Manor. We are grateful for the loving community here that works together to ensure the most comfortable, safe and joyful lives for our loved ones.

We welcome new members. If you would like to connect with others to enhance your loved one's time here at the Manor, please contact Amy Riddell at amypersonal@gmail.com

Residents' Council

Goodbye winter and hello spring and summer! Residents are anxious to get our gardens going and have our lovely outdoor activities and barbecues—I can taste it now! Celebrations to look forward to include Valentines Day with loved ones, Easter and then, at long last, our summer. See you in the warm sun soon.

Volunteer Corner

I would like to start by thanking our wonderful volunteers for all the time and care over the holiday season. You all showed up to spread love and joy, and it was greatly appreciated.

The week of April 14 to 20 is dedicated to appreciating all the amazing, talented and generous volunteers at Lakeview Manor and throughout all of Canada. Although there are no words to truly describe how grateful we are for all our volunteers and the difference they make, we will do our best on Thursday, April 18, when we host our Volunteer Appreciation Dinner. We will use the evening to highlight the great work that the volunteers do, such as Monday Morning Manicure, Piano Appreciation, Sing-a-Long, Palliative Care, One on One visits, Pet Therapy, Sewing, Bingo, Pastoral Care, the Ladies Auxiliary, program assistance and so much more. Please remember to thank a volunteer when you see them hard at work.

Volunteering has been proven to increase one's self-worth and make an individual feel part of a group or community, it can lift your spirits as well as those you are helping. If you are interested in joining our volunteer team, please contact sharon.vance@durham.ca or call (705)-426-7388 ext.5325.

National Volunteer Week

National Volunteer Week (NVW) is a time to celebrate and thank Canada's 24 million volunteers.

NVW 2024 - April 14 to 20

Every Moment Matters

The theme for National Volunteer Week highlights the importance of every volunteer and each contribution they make at a moment when we need support more than ever. The sharing of time, skills, empathy and creativity is vital to the inclusivity, strength and well-being of our communities.

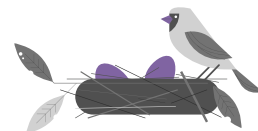
Volunteers are fundamental to meeting this challenging moment. By coming together, committing support, and increasing our collective efforts and impact, we contribute exponentially to the quality of life we all strive for.

During National Volunteer Week 2024, we come together to recognize and celebrate the importance of each and every volunteer's impact from coast to coast to coast. Now more than ever, Every Moment Matters.

Recreation and Therapy

With the promise of spring around the corner, we can look forward to many new beginnings and the return of familiar favourites, like the little robin bobbing around for worms!

The Recreation Team has been working hard to plan for 2024 to ensure there are programs, outings and special events available for all interests. If you have any ideas or suggestions, please see a member of the Recreation Team. Since our last newsletter, we have welcomed Alex and will be saying goodbye to Renee, who will be joining the team at Fairview at the end of February—we wish her all the best.



Our Therapy Team is absolutely fabulous. They work with many of the individuals who reside at Lakeview to help maintain and, in some cases, improve independence and quality of participation in an individual's daily functional tasks. I learn something new daily from this talented group.

Please note that we do not accept donations unless it has been previously discussed and agreed upon by a member of the team. This applies to all wheelchairs and walkers when no longer in use; these items need to be taken home by family, as we do not have additional storage. If you are looking for places that will accept donations, a list has been provided to each home area.

A reminder that all pets visiting Lakeview are required to complete the pet visiting form, which includes providing up-to-date vaccination information. This form can be found at the main office. For those who have already submitted their pet visiting form, please ensure that you continue to provide vaccination updates as they occur. While visiting with a furry friend,

please stay with them at all times, and please do not leave your pet unattended or have them visiting community spaces—thank you!

Kate Pelton

Manager of Recreation & Therapy Services

Environmental Services

Each year, the Environmental Services department has the difficult task of returning missing and unlabeled clothing items back to our residents. Some of these items get placed in the wrong hamper and end up at HLS laundry (HLS is responsible for sorting and laundering our bed linens and towels) The bags for soiled linens and towels are blue, whereas all resident clothing and laundry should be placed in the yellow bags. It is important to ensure laundry is placed in the correct hamper for prompt return.

Some resident families choose to wash clothing off site at home. We would like to remind everyone that labeling is still necessary on all clothing; in the unlikely event that these items get misdirected, it will make it easier to locate and return.

As we approach spring and nice weather, we will be looking forward to continuing improvements on the property and exterior building. Last summer we accomplished a lot of enhancements, and this work will continue with the nice weather ahead. Some of the work being considered is staining/painting of the balconies, parking lot line marking and landscape improvements.

If you have any questions or concerns related to the Environmental Services department, please contact Anthony Stocks at Ext. 5340.

Administration

We look forward to the first signs of spring, longer daylight hours and the buzz of outdoor activity once again.

Thank you to residents and family who participated in the annual Satisfaction Survey. We have posted the survey results on the Quality, Family and Residents' Council bulletin boards. In response to the survey, the leadership team has developed an action plan that incorporates quality improvement initiatives for the home to work on in 2024. If you have any concerns, suggestions or wish to get involved in Residents and Family Councils, please speak to a member of the leadership team.

The home has concluded the 2023 business plan and is in the process of developing the 2024 business plan. We will share the plan with staff, and Residents and Family Councils, once it is ready.

Welcome to Karen Swinson, who will provide hairdressing services for the residents of Lakeview Manor. Karen's hours of operation are Mondays and Fridays, 9 a.m. to 5 p.m. A poster indicating the services available and the price list is available at the business office, and visible by poster on the salon door and in the elevators. To book an appointment, please call extension **5326** and leave your name and room number, or stop by and see Karen in the salon.

The Regional Municipality of Durham
Social Services Department
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