



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 1, March 2023



Supported by

Ontario

Central East Local Health
Integration Network

Mission

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

Vision

Provide a community that embraces excellence in person-centred care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news

Director's message

Spring is just around the corner and it is a time for renewal. In our LTC Division, we have begun the development of a new strategic plan that will provide direction for us into the next three years. We look forward to sharing it with you once it is complete and thank you to all who provided input into the plan.

Last month, our Division underwent a weeklong, on-site survey by Accreditation Canada. We were pleased to welcome peer surveyors to observe and evaluate our processes and practices against national and international standards of excellence. I want to thank everyone who worked so hard to prepare for this and to residents, families and staff who participated in meetings and interviews. We have a great deal to be proud of. Please take the time to read about our journey in this edition of the newsletter.

I also want to share that the Region of Durham has begun working on preliminary design plans for our new 200-bed home in north Pickering that we hope to have built and ready for occupancy by late 2025 or early 2026. These are exciting times.

We continue to welcome new residents, staff and volunteers to our homes, and we encourage you to get involved in Resident and Family Councils to the extent you are interested and able to do so. If you have any concerns or suggestions, please speak to a member of the management team.

I hope you enjoy this edition of the newsletter.

~Laura MacDermaid, 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

Accreditation

The Long-Term Care homes and Adult Day Programs have just completed the survey conducted by Accreditation Canada.

Accreditation is an ongoing process of assessing health care and social services organizations against national and international standards of excellence to identify areas for improvement to their services. Accreditation is a voluntary process for long-term care and there is a huge amount of work that goes into preparing for the on-site survey.

The on-site evaluations are: observing staff providing services; interviewing staff, residents, families and others; reviewing documents and files; and recording results. Many of you may have had the opportunity to interact with one or both of our surveyors.

The survey consisted of 599 criteria upon which we were rated. We met 582 of the criteria, with 11 not applicable, for a score of 99 per cent. This is an exceptional accomplishment and congratulations to everyone for that achievement.

The surveyors were very complimentary of our commitment to person-centred care, safety, quality improvement, infection control, medication management, risk management, emergency management and other processes. They commented on the exceptional quality of food; our beautiful, clean, welcoming homes; and the high level of engagement with residents and caregivers.

These results would not be possible without each and every one of you. The final report will be shared with all staff, residents and families once received.



ACCREDITATION
CANADA

Annual Resident/Family Satisfaction Survey

Many thanks to the residents and families who responded to the 2022 Annual Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need attention. This year we used a new survey tool called the InterRAI Resident and Family Quality of Life Survey. This 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, 48 per cent of eligible residents and 22.3 per cent of families completed the survey, which is a decrease from last year in both areas.

Divisionally, resident satisfaction on overall care and services was 82 per cent, which is three per cent lower than in 2021. Divisional family satisfaction was 92 per cent, which was four per cent lower than last year.

Individual home reports will be available soon and will be posted in each home and available to resident and family councils.



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, will be posted to our website and shared with all.

Lakeview Manor news

Recreation and Therapy

The Recreation team has been busy planning monthly special events to promote meaningful resident and family engagement. In February, we set sail on our cruisin' adventure with an afternoon scavenger hunt with stops at various ports. Everyone had a great time participating in activity stations, taking scenic beach photos and enjoying their pina colodas! In March, the theme will be "Everyone is an Artist"; there will be an art show/display with entertainment on March 21 at 2 p.m. The team has been working really hard to make these events extra special and has been doing such a wonderful job. Stay tuned to see what events are taking place in the coming months.

We would like to thank the Beaverton Lions Club for their most recent donations. They generously provided new bookshelves on four of our home areas for the residents to access library services. They are also working to provide large print books that will be changed out on a regular basis with new options to choose from. We are grateful for their ongoing support; we truly live in a wonderful community.



Until next time, may every petal on your shamrock bring you joy and good luck.



Volunteer Services

It is my favorite time of year coming up, the time to celebrate our wonderful Volunteers. The week of April 16th is National Volunteer Appreciation Week, this year's theme is "**Volunteering Weaves Us Together**". I know that at Lakeview Manor our Volunteers are "the cherry on top", "the crème du la crème", "the silent heroes".

I am pleased to say that we have 2 piano players that share their gifts with us every month, several ladies who love to chime their way into our hearts every week, a Pet Therapy team that warms our souls weekly, a very dedicated woman who insures our residents have beautifully manicured nails twice a month, several caring visitors who are always there to listen, and laugh and who are even daring enough to go out on bus excursions with us every month. Our Pastoral Care team is a strong caring group of people who are always there for spiritual guidance and support. There are many more to mention and praise. Thankfully we have Volunteer Appreciation Week to give just a little back to these amazing humans.

If you are interested in becoming part of this fantastic team, please contact Sharon Vance by email at sharon.vance@durham.ca (705) 426-7388 ext. 5325



Residents Council

We are excited to announce that 2023 was an election year for Lakeview Manors Residents' Council. Our goal for this year is to increase Residents' Council meeting attendance so we can have a greater understanding of the concerns and wants of the resident living at Lakeview Manor. We look forward to working as a team to assist new residents in their transition to living at Lakeview Manor and to being a strong council for all the residents of Lakeview Manor.

These are your Lakeview Manor Residents' Council members:

President: Katharine C

Vice President: Beth C

Beaver River Representative: June M

Old Mill Representative: Jerry G

Blue Heron Lane Representative: Connie P

Hummingbird Circle: Vi W

Residents' Council meetings take place the second Tuesday of the month at 2:00 p.m., all residents are welcome to attend.

Congratulations!

Therapy

The Physiotherapist and Occupational Therapist, along with the Therapy assistants (OTA/PTA, also known as Adjuvants), are continuing to work with residents on goal-specific therapy intervention to promote their independence and overall well-being. Therapy programs can include walking programs, prescription of walkers/wheelchairs and how to use

this equipment, strengthening/range of motion/balance exercise programs, fall prevention strategies, specialized sleep surfaces and feeding assistive devices.

Please welcome Jay Goswami, Physiotherapist from Achieva Health, to our Therapy team. Jay is very excited to start his career at Lakeview Manor. Stephanie, part-time Adjunct, will also be joining the Therapy team this spring. We would like to thank Jessica, Occupational Therapy student from Queen's University, for all her help at Lakeview these past eight weeks. Another OT student from Queen's University will be joining us in April for eight weeks.

Nursing

The nursing team is expanding! We've hired several new staff members, including:

Brittney Steeves, PSW

Mackenzie Cartier, PSW

Stephanie MacMasters, PSW

Edna Dean, PSW

Minileah Collins, PSW

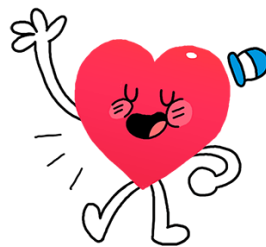
Salome Daugdaug, PSW

Leovic Elarde, PSW

Merlina Llacer, RPN

Melissa Jibb, PSW

Kayley Wright, PSW



Please join us in welcoming our new team members.

Food Services

The Food Services department continues to increase and improve our homemade menu items, as per resident feedback at Lakeview Manor. We also regularly offer fun and delicious theme meals based on resident feedback and suggestions.

Food and nutrition technology initiatives

The Food Services department is expanding its' use of technology! All dining rooms now have an electronic menu screen. Residents, families, and staff can use the touch screens to see the daily and weekly meal and snack choices. By clicking on a particular menu item, the nutritional information for that food or beverage is displayed. The screens can also display the menu options for all the diet types and textures we offer. Be sure to check it out!

We also recently installed touch screens in the dining serveries, which gives food service staff access to resident diet information directly from our managed software program called Synergy.

In April, Lakeview Manor will be introducing the next phase by bringing the software to dining and snack service. Staff will access resident diet/nutrition interventions via iPads and residents can place their meal orders with staff via iPads. Those meal choices will then flow to the screen at the servery, where the Food Service Aide will plate the meal according to the residents' choices while ensuring adherence to their diet, texture, and fluid requirement, as well as other nutritional interventions.

Additionally, this same software program will be accessed by staff via iPads during snack passes to reference the residents' unique dietary requirements.

These quality improvement initiatives are exciting and expected to improve efficiency, reduce paper use while reducing risk and improving services for residents.

March is Nutrition Month

March is officially Nutrition Month across Canada. This year the focus is "Unlocking the Potential of Food." Unlockfood.ca, the award winning, bilingual public website, is continuously updated and now has more than 345 articles and millions of pageviews each year. This website is a place to help Canadians get a taste of how a dietitian can help them with their food and nutrition challenges, as well as how and where to find a dietitian. Lakeview Manor has a registered dietitian on staff, as well as food service supervisors, chefs and trained food service aides to support residents and maximize their well-being.

Administration

We look forward to seeing the landscape change as the snow melts and the first signs of spring arrive. Spring is a great reminder of how beautiful change can be.

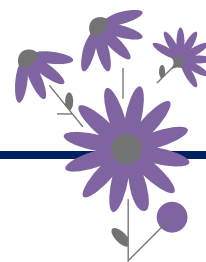
To some, spring is an invitation to look through closets and tidy up the indoor spaces after hibernating through the winter months. As you look around the home, we are using this as an opportunity to hit the reset button. We have been working hard to rejuvenate the resident home areas and restore them with the hopes of making the space more comfortable and inviting for residents, families, and their friends to use.

Keeping with the spring cleanup theme, the staff locker cleaning and issue project is completed and there are enough lockers for all staff to secure their personal belongings. Staff have been requested to remove their personal belongings from the home areas and utilize the space that has been provided. Thank you to everyone who worked diligently in making this possible, and to staff who have already shifted gears and are using the staff designated space.

Once again, the Beaverton Lions Club has outdone themselves. They supported the residents at Lakeview Manor by donating library units for four home areas. This has been most helpful in creating accessibility for residents to use library materials and encouraging

the use of the lounge spaces at the end of the hallways. The work didn't stop when the shelves were delivered; volunteers are now sorting through the library shelves on the main floor and redistributing them to shelves on the home areas, as the resident library is in use for our surveillance and swabbing clinic space. Thank you to the Beaverton Lions Club for your ongoing support and commitment to the Beaverton community.

Barb Surge



The Regional Municipality of Durham
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