



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 4, December 2021



Mission

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

Vision

Provide a community that embraces excellence in person-centered care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division News



Director's message



The holiday season is soon upon us. Each of the Region's long-term care homes is planning special activities to help us get into the spirit and to celebrate, although we still must be cautious and adhere to all Ministry directives and Public Health recommendations.

We were very excited to welcome back our volunteers in the fall. Our volunteers play such a valuable role in our homes and we missed them so much over the past number of months. We also opened our doors again to visiting pets, who bring big smiles to the faces of residents and staff alike.

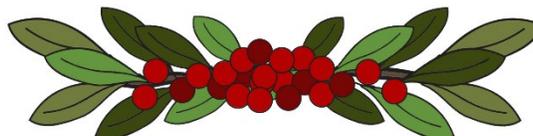
In October, the Provincial government announced its funding policy to support the increasing staffing levels for long-term care staff. With the addition of this new funding, the average number of direct nursing care hours per resident per day in Regional homes will increase from 3.4 hours to 3.7 hours. This is a significant step closer to the target of four hours per resident per day by 2024 that the government committed to in December 2020.

Every year, we send out a resident/family survey as one mechanism for gathering information on areas where we excel and areas where we need to improve. I wanted to thank those who participated in the recent survey. Results are being compiled and we will share them soon. We will be working across the division to address feedback and findings.

Our interdisciplinary team has been very busy welcoming residents to their new home. The team works hard to ensure your comfort and safety, and we are open to listening to any suggestions you may have throughout your care journey, so don't wait until the next survey to share your thoughts as to what is working well and what might need some attention.

I would like to take this opportunity to wish you and yours all the best during this holiday season with much health and happiness in the year ahead.

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





Quality



Accreditation

In May of 2022, the Long-Term Care homes and Adult Day Programs will be going through an accreditation survey conducted by Accreditation Canada. Accreditation is a process for our organization to review our processes related to care and services comparing them against national standards. This helps us to identify areas where improvement can be made. Accreditation demonstrates our commitment to quality improvement. Throughout the preparation, we will be asking residents, families, staff, and external stakeholders for their input and will be highlighting our preparation progress.

Annual Resident and Family Satisfaction Surveys

Part of the requirements for accreditation is to regularly hear feedback from residents and families. Many thanks to the residents and families who responded to the survey. Your feedback is important and helps us to understand the areas in which we excel and those areas which need attention. We realize that this has been another unprecedented year where many of our operational processes have had to change and your feedback helps us to navigate through these changes. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

Staff Surveys

Thank you to the staff who provided feedback on the Worklife Pulse and Patient Safety Culture surveys. The results have been sent to the home leadership teams to discuss with the staff. Each home will have to complete an action plan on areas where improvement is needed.



Adult Day Programs

All Adult Day Programs (ADP) were closed to onsite programs throughout the pandemic, however Hillsdale Estates ADP offered virtual programming and client wellness check calls. Beginning in November 2021, ADPs at Hillsdale Estates, Port Perry, and Lakeview Manor will be open to onsite client programs.

Onsite programming offers a social outlet and lunchtime meal for clients and support to caregivers. The ADP will continue to offer virtual programming if there is a need. The ADP have been working closely with public health and the homes to ensure there are adequate infection prevention and control processes in place.

Infection Prevention and Control

Increase cases of scabies in Durham Region

The Durham IPAC Hub has indicated an increase in cases and outbreaks of classic scabies and crusted scabies in both acute care and long-term care settings.

What is scabies?

Scabies is an infestation of the skin by mites, which are tiny insects that burrow into the upper layer of skin to lay eggs. The body reacts to the mite by causing extremely itchy skin.

How is it spread?

Scabies spread by direct contact with the skin of a person who has scabies or from sharing clothing, bedding, or towels that may be infested. Mites can live away from the human skin for up to three days.

What do I look for?

Mites are hard to see. White, curvy, thread-like lines, tiny red bumps or scratch marks on the skin are usually the only sign of infestation. The most common sites of infestation are elbows, abdomen, buttocks, thighs, genital area and between fingers. The skin is extremely itchy and may be worse at night. It may take up to six weeks before the red lines appear or before the itching develops. Scabies does not usually affect the scalp or face. **To find out if you have scabies, see your doctor.**



How is it treated?

Medications are available at the pharmacy without a prescription. Directions should be followed carefully. **Do not treat more often than recommended.** Itching may last for one to two weeks after treatment. This is caused by the dead mites and eggs under the skin. The itch will clear as the skin sheds naturally.

On the same day as treatment:

- Collect all clothes, towels and bed linens used in the last 72 hours by the person, and wash items in hot water and dry at hottest setting. Items that cannot be washed can be stored in an airtight plastic bag for one week to kill the mites.
- All household members and close contacts of the infected person should be treated for scabies to prevent further spread.
- Children should stay home from school or day care until the day after treatment.

How can I protect myself?

- Treat all household contacts.
- Keep fingernails short to help prevent infection caused by scratching.
- Do not share clothes, towels, or other personal items.

Lakeview Manor News

Family Council

Family Council meetings

Family Council has now resumed monthly meetings. We continue to encourage loved ones of new Lakeview Manor residents to consider joining Family Council. Meetings take place monthly and provide an opportunity to discuss updates within the home, as well as create connections between loved ones of residents. We will be resuming in-person meetings on Sunday, November 27 at Lakeview Manor. Please see the Family Council board by the main entrance for updated information on meeting dates and the meeting format (virtual/in-person). For additional updates about what is happening in our long-term care homes during the pandemic, please visit the COVID-19 update page at durham.ca/LTCupdates.

Contact Family Council:

For more information about Lakeview Manor Family Council or to have your email address added to our mailing list, please contact:

Meghan Crandall, Social Worker and Family Council Assistant

705-426-7388 ext. 5360

Recreation and Therapy

Virtual Visits update

The Recreation team is back to its pre-pandemic staffing levels and therefore unable to accommodate the volume of virtual visits that some have gotten used to. When possible, we encourage visiting family members to connect with any out-of-town relatives virtually during their visits. The Recreation team is happy to set up Zoom invites if needed and can make a device available for family if they do not have one to facilitate a visit. We can also assist families with learning how to set up virtual visits with their loved ones.

Music Care certification

Lakeview Manor is undergoing a certification in Music Care in partnership with the Room 217 foundation. The Lakeview team is working through various criteria as part of a Beta test to become the first long-term care home in Canada to be certified in Music Care. This process includes the intentional use of music to enhance care for residents, as well as the living atmosphere.



Occupational Therapy and Physiotherapy

Occupational Therapy and Physiotherapy services are offered to Lakeview Manor residents following an assessment that determines either OT and/or Physio intervention would be beneficial. Therapy programming could involve exercise groups, walking programs, or 1:1 exercises. Assistive devices such as walkers, wheelchairs, bed rails, or adaptive feeding devices may be prescribed. The Occupational Therapist and Physiotherapist, along with the Therapy assistants (Adjuvants), work with the resident to participate in specific, goal-oriented therapy intervention to promote their independence and overall well-being.

Nursing

Falls Prevention Program

The Nursing department has been reviewing and revitalizing our Falls Prevention Program with an aim to reduce the number of falls and the risk of injury from falls. Each week, the interdisciplinary team – including nurses, the Occupational Therapist and Physiotherapist – reviews residents who have fallen to determine potential causes of the falls and interventions for trial. Registered staff have received training and we have seen some early success! In September, we had 53 falls with 36 in October.

Personal Support Worker (PSW) North Program

We have some students with us who were previously at Lakeview Manor as Resident Care Aides and are now enrolled in the accelerated PSW program. They will complete their practical training on site with mentors.

New Nursing staff

This month we have welcomed two new Registered Practical Nurses and three PSWs to the team.

Annual influenza Campaign

Our annual influenza campaign has commenced! Most residents who wanted to receive a flu shot were provided with one at the end of October. We are encouraging and offering staff the vaccine in mid-late November. We look forward to sharing the results of our staff immunization rate once the campaign is completed in January – stay tuned!

While influenza activity is low because of our public health measures aimed at reducing the spread of COVID-19, it is still a good time to consider rolling up your sleeve and getting a flu

shot yourself. It is recommended that everyone six months of age and older receives the flu vaccine every year. They are safe (including for kids and if you are pregnant or breastfeeding), free; and available from your doctor or nurse practitioner, and at participating pharmacies and local public health units across the province.

Environmental Services

Clothing labels

As the holidays approach, we would like to remind all residents and their families to ensure all clothing items are labeled prior to gifting. We want to make sure all items that residents receive as gifts find their new home. Arrangements can be made for labeling during regular business hours for all items. A friendly reminder that we discourage any delicate fabrics; these items should not be brought into the home. All items should be machine washable and dryer safe.



Snow clearing



As the seasons change, our attention will turn to snow clearing and salting activities in the parking lot and pathways. We would like to remind everyone to refrain from parking in fire routes and use the designated areas; this will greatly assist our contractors in performing their duties and maintaining our property. If you should experience any concerns with snow or ice during your visit, please report to the Environmental Services department.

Feedback welcome

The Environmental Services team works very hard to clean and maintain the building and property. We always appreciate your feedback and concerns regarding the services we perform. Please contact Anthony Stocks or Bruce Allison with any comments.

Food Services

Family Christmas Dinner update

The holiday season is fast approaching, cheer is in the air and events are picking up. Unfortunately, due to COVID-19 protocols, there will be no Family Christmas Dinner again this year. We encourage families to find new and creative ways to celebrate with their loved ones. A reminder that we currently are **not** offering catering **nor** are we selling meal tickets. We look forward to being able to resume these practices when protocols allow.

Have a safe and healthy holiday.



Administration

Over the past few months, it has been wonderful to see some “normal” activities and events return to Lakeview. The return of entertainers and group programs has brought a spirit of engagement and activity back to the home that was sorely missed. And the return of our local Royal Canadian Legion colour party on November 10 to lead our Remembrance Day ceremony was a further reminder that we are on the right path!

An email was sent out in late October outlining some leadership changes that will be taking place here at Lakeview. As of December 10, Barbara Surge will be taking on the role of Acting Administrator and Julie Jarvis will become the Acting Director of Care. This will be in place for the next six months, as Mike MacDonald takes on the role of Acting Assistant Fire Chief for the Township of Uxbridge. Barbara and Julie led the home in these roles for the majority of 2020 while I was seconded to Hillsdale Estates, and I am confident they will do a great job again.

I wish everyone a Merry Christmas and wonderful holiday season, and a great 2022!

~ Mike MacDonald, Acting Administrator, Lakeview Manor

Merry
C H R I S T M A S

The Regional Municipality of Durham
Social Services Department
Long-Term Care and Services for Seniors Division

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