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Report 2024-088

Report Title: Golden Plough Lodge Quarter 2, 2024 Update

Committee Name: Community Health

Committee Meeting Date: September 3, 2024

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Golden Plough Lodge

Approved by: Jennifer Moore, CAO

Council Meeting Date: September 18, 2024

Strategic Plan Priorities: Innovate for Service Excellence
 Ignite Economic Opportunity
 Foster a Thriving Community
 Propel Sustainable Growth
 Champion a Vibrant Future

Information Report

That the Community Health Committee receive Report 2024-088 'Golden Plough Lodge Quarter 2, 2024 Update' for information; and

Further That the Committee recommend that County Council receive this report for information."

Purpose

This report for information will provide an overview of the Golden Plough Lodge (GPL) accomplishments and an operational update for Quarter 2 of 2024.

Background

The GPL is Northumberland County's municipally owned and operated long-term care home. First established in the 1850's as a County House of Refuge, the GPL has a long-established

history of caring for others.

Today, the GPL serves others whose needs cannot be met in the community and require both personal care and nursing expertise. The GPL is first and foremost home to 151 residents, cared for and supported by 243 dedicated staff members providing Nursing Care, Dietary Services, Life Enrichment Programming, Environmental Services and Administration Support.

As an operating division of the Corporation of the County of Northumberland, the following core values are embedded in all facets of the Golden Plough Lodge operations:

- Accountability
- Care & Support
- Collaboration/Communication
- Honesty & Integrity
- Innovation & Excellence
- Mutual Trust and Respect

Consultations

The GPL Senior Management Team

Legislative Authority / Risk Considerations

The GPL is accountable under the Ministry of Long-term Care (MLTC) and legislation under the *Fixing Long-Term Care Act, 2021, (FLTCA)*.

Discussion / Options

The GPL staff and leadership have had a busy and productive second quarter. The following are highlights of accomplishments from all departments within the GPL – Nursing, Administration, Dietary, Life Enrichment and Environmental Services.

Administration

The MLTC conducted a proactive compliance inspection from February 12-16, 2024. The GPL received the follow up Inspection report on February 26, 2024. This is an annual inspection which reviewed the following protocols:

- Resident care and support services
- Skin and Wound Prevention and Management
- Residents' and Family Councils
- Medication Management
- Food, Nutrition and Hydration
- Safe and Secure Home
- Infection Prevention and Control
- Quality Improvement
- Pain Management
- Falls Prevention and Management

The Ministry conducted an inspection of critical incidents and Infection Prevention and Control from May 22-29, 2024, and June 3-7, 2024. The follow up Inspection Report was received on

June 26, 2024. Five critical incidents were reviewed which related to the following protocols that were inspected:

- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards

The Ministry also conducted an inspection from June 3-7, 2024, related to one critical incident. The follow up inspection report was received on July 5, 2024. The protocols inspected related to this critical incident were:

- Housekeeping, Laundry and Maintenance Services
- Medication Management
- Infection Prevention and Control
- Safe and Secure Home
- Falls Prevention and Management
- Restraints/Personal Assistance Services Devices (PASD) Management

From June 3-7, 2024, there were two inspectors onsite conducting two separate inspections. An Inspection Manager was also onsite from June 3-7, 2024. Her role as communicated was to observe.

During all three exit interviews, the inspectors were complimentary of the home, stating that GPL staff were friendly and welcoming. They also stated information requested was provided in a timely manner which was appreciated.

There were no Ministry Findings of non-compliance from the annual proactive compliance inspection. The GPL received 15 written notifications and 9 compliance orders from the May and June inspections. Of the 9 orders, two resulted in administrative monetary penalties (AMP's) totaling \$36,000.

Recognizing multiple findings from two of the inspections, this is indicative of what is being realized overall for all homes as inspections become more stringent in a heavily legislated sector with minimal latitude.

An action plan has been prepared and to date the following actions have been implemented to return to compliance with the Ministry of Long-Term Care regulations under the FLTCA, 2021. The focus is on coming into compliance with the 9 Ministry orders and then secondly, the written notifications.

Further to actioning items noted in these inspections, staff will review opportunities for sourcing external expertise to conduct preparatory reviews for future inspections. This will assist in highlighting areas for improvement. Recognizing extent of requirements under the FLTCA and level of scrutiny seen in latest inspections this will help but would not alleviate likelihood of future findings.

Nursing

RN Leadership Education - All RN Supervisors attended “Crucial Conversations for Mastering Dialogue: Healthcare” a seminar to support and improve nurse leadership roles at the GPL.

This CLRI funded initiative included the importance of holding Crucial Conversations and supported nurses to gain the skills to do so. A Crucial Conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. When conversations become crucial, people tend to follow one of two ineffective paths: they either speak directly and abrasively to get the results they want but harm relationships, or they remain silent with the hope of preserving relationships only to sacrifice results. Nurses developed nine skill sets grounded in decades of social science research facilitated by an external trainer with a background in nursing.

Recruitment Strategies for New Build

Staff are currently exploring opportunities to recruit International Educated Nurses (IEN) through an Economic Mobility Pathways Program offered through Immigration, Refugees and Citizenship Canada and in collaboration with the Shapiro Foundation. Under this program IEN's would work at the GPL in a PSW capacity while they pursue their pathway for Ontario nursing accreditation.

Enhancing Student Placement

Golden Plough Lodge enrolled in the Preceptor Resource and Education Program in Long Term Care (PREP-LTC) with Centers for Learning Research and Innovation in LTC (CLRI). This program is Ministry funded and provides LTC Homes Funding (\$30,000) to help increase quality and capacity for education placements in Ontario.

Opportunities for Prep LTC Funding Include:

1. Student placement coordination support
2. Preceptor backfill
3. Education for Team members

Infection Prevention and Control

There have been no outbreaks in Quarter 2 as the GPL continues to remain vigilant around infection prevention and control in the home.

N95 Mask Fit Testing Scheduled for all Staff on July 23-24-25 respectively. Improving the Visitors Sign In process with a Visitors Management System. Improving the Infection Surveillance program with a new database.

Audits continue to ensure accurate data is being collected for IPAC surveillance. Ministry inspection resulted in 1 Written Notification and 2 noncompliance order in IPAC involving IPAC training for all staff including security and agency, hand hygiene for staff and residents, PPE donning and doffing / PPE availability, disinfection of shared equipment. Worked to fulfill ministry requirements within the deadline.

Dietary

In the dietary department, the Spring/Summer 3-week menu was launched with a tasting that received positive feedback from residents. Food committee meeting was held as they occur quarterly. Residents were provided Mother's Day and Father's Day meals and small gifts which were received well by residents. Dietary also successfully organized another summer BBQ for the County which also received many compliments and served over 250 County staff. This was a big event that involved the whole Dietary team. Finally, there was a new cooler installed in the Symons Cottage dining room.

Life Enrichment

There is a new pet therapy at the GPL, Charlie and Teo and there has been an increase in participation since this change. There continues to be several weekly sensory programs. The amount of whole home programs has remained steady throughout this quarter with an increase in June due to summer programming with more events. Church, Tuck Shop, and bingo volunteers continue to offer great assistance. There was a volunteer appreciation lunch this quarter and it was well attended by our staff and Resident Council executive.

Environmental Services

APRIL: Condensate pump replaced; Steam boiler repair; Hot water issues addressed and repaired

MAY: Rooftop HVAC units inspected and serviced for season (new filters & belts); AC unit condenser outside of ADOC office inspected and repaired

JUNE: Provided two (2) Lost & Found days, (June 7 & 8) for residents/families, to come and claim any lost items. Labelled reclaimed items, 42 requisitions in total and donated 9 bags of unclaimed items to the Diabetes Foundation.

Environmental Services have been working on ensuring they are in compliance as per the MOLTC. Recruiting for new Environmental Services Supervisor and a second Support person for Maintenance.

Financial Impact

This report for information highlights some work to date at the GPL and any financial impacts have been previously approved by County Council. There is no additional financial impact with this report.

Member Municipality Impacts

There is no direct impact to member municipalities.

Conclusion / Outcomes

That this report is received for information by Council.

Attachments

N/A