



**Family, Friend and Responsible Party
Newsletter
August 2011**

Dear Strathmere Lodge resident's family member/friend/responsible party:

Changes and Improvements –

Resident Mealtimes have been slightly adjusted in an attempt to improve service. Lunch now commences at 12:05 and supper at 5:05. Breakfast starts at 8:15 as usual.

Staffing levels have been slightly increased thanks to unanticipated additional funding from the Ministry of Health and Long Term Care and County Council approval. We have added 8 hours per day of PSW staffing in the Nursing Department in the mornings, an hour per day of Housekeeper, and an hour per day of Dietary help, in our efforts to improve resident care and to provide for a more pleasant and relaxed dining experience for our residents.

The Ladies Auxiliary, at the request of our Palliative Care Team, recently purchased a blanket warmer for the Lodge to be used in providing extra comfort for our residents, particularly those in the latter stages of life.

Graphic Symbols have been installed on Resident washroom doors in common areas to assist residents in way finding.



Family & Friends Council- This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues. Next meeting scheduled for Wed. Sept. 21 at 1:00 p.m. For more information please contact Marcy Welch at ext. 226.

All family members are welcome to join the Family Council, to connect with other family members, to learn more about the Lodge, and to offer ideas and suggestions.

Since You Asked – Currently residing at Strathmere Lodge are both spouses of 2 married couples, one of which is here with their son; a mother and her daughter; and 2 sisters in law. 7 of our residents are related to Strathmere Lodge staff.

I Have To Go! - Did you know that a resident's cutting back on water consumption can actually cause more frequent bathroom visits? If he or she does not drink enough water or other fluids, urine becomes concentrated and irritates the bladder. Certain foods can also irritate the bladder. Residents should be mindful of acidic foods like citrus and anything that contains caffeine, like coffee and chocolate. They should also try to avoid diuretics like alcohol.

Monthly Caregiver Support Group – for family members of Strathmere Lodge residents living with Alzheimer's or related dementias.

They are held on the 4th Monday of each month [August 22, Sept. 26] from 6:30 to 8:00 p.m. in our Conference room.

If interested, contact Diane at VON ACSP [Alzheimer Community Support Program] (519) 245-3170, or talk to our Activation Manager, Marcy Welch.

Funeral Arrangements – we encourage family members to pre-plan and pre-arrange funerals for themselves and their residents. The death of a loved one can be a very trying time for families and close friends and it can be made less stressful if decisions regarding memorial services, interment and the like have been made in advance.



Activity Calendar – Don't forget to pick up and check out the monthly Activity calendars [available in each RHA [Resident Home Area]] for events that you may find of interest and would like to attend along with your resident friend/family member.

You are encouraged to join us at anytime, especially for whole home activities such as: Horse Drawn Wagon Rides, Entertainment &

Refreshments – Wed, Aug 24th at 6:45pm-7:45pm.

Family, friends and children welcome.

Gladys and the Merry Music Makers – Tues, Sept 13th at 2:00pm.

Mocha Shrine Band – Tues., Sept 27th at 2:00pm.

Alzheimer Coffee Break Day – Wed. Sept 21st. More details to follow.

Feeling unwell? - Please do not visit Strathmere Lodge if you or anyone in your home has a cold or symptoms of the flu.

While in the Home please be sure to use our waterless hand cleanser before and after visiting with your resident, upon entering, and as you are leaving our Home.

Information Package – New residents and their families have been receiving a hefty package of information from us at the time of admission. If your resident has been with us for a while and you have not received some of the information or wish an additional copy of a particular item, please let us know.

This information and more [see below] is posted on the information bulletin board located in the main lobby near the Chapel, contained in the small binders in racks at the bottom of the bulletin board, or mounted on the lobby walls:



Strathmere Lodge Mission Statement and Philosophy, Organizational Chart, Residents Directory, Floor Plans, History and Services offered; Ministry of Health and Long Term Care inspection and financial reports; Fundamental Principle; current and past minutes of Residents' Council and Family Council meetings; current and back copies of Family, Friend and Responsible Party Newsletters; Residents' Bill of Rights; Concerns and Complaints procedures; Duty to Report;

Strathmere Lodge Policies on Abuse and Neglect of Residents, Minimal Restrains, Whistle Blowing Protection; Contact and mailing information; Fire and Evacuation Instructions; Resident Information Booklet; Sample Admission, Accommodation and Purchased Service Agreements; Service Accountability Agreement; OANHSS [Ontario Association of Non-profit Homes and Services for Seniors] reports; Sample Ministry of Health and Long Term Care RQI [Resident Quality Inspection] Family/Designate, Family Council, Resident and Residents' Council Interview forms.

Please take a few moments to regularly browse through this information.

Annual Review- once a year [or more often if necessary] and shortly after admission we hold a formal Resident Care Meeting with each Resident's Responsible Party. The resident, if capable, and other family members/friends are encouraged to attend. Representing Strathmere Lodge we usually have the attending physician or his/her alternate, the Director of Care, Administrator, Food Services Manager, Activation Manager, Physiotherapist and Pharmacist.

At this interdisciplinary meeting each discipline will review the Resident's care needs and discusses the plan of care and any other matters of importance to the Resident. The Resident and/or his/her Substitute Decision Maker/Responsible Party will be reminded about the "information package" noted above and allowed the opportunity to review the Admission, Accommodation and Purchased Service Agreements.

Foot Care – Strathmere Lodge is one of the very few LTC Homes that has been providing a no-charge specialized foot care service. The vast majority of Homes either charge for the service or arrange for an outside service provider [e.g. V.O.N. Foot-Care Nurse, Podiatrist or Chiropodist] to do so.

In order to partially cover the costs of the additional PSW staffing hours that we have introduced, a \$25 chargeback to residents will be initiated, commencing in October, for each ½ hour visit by the Strathmere Lodge Foot-Care Nurse.

There will be no charge for basic foot care such as regular standard nail clipping which is part of the bathing service; however extraordinary nail clipping for diabetic residents and further services for those with additional needs will be considered a specialized service. You are welcome to make alternate arrangements for specialized foot care with another provider if you prefer.

Under the LTCH Act anyone requesting specialized services [e.g. from the Foot-Care Nurse] is required to sign an agreement to that effect. Please contact the Assistant Administrator by September 15 to amend the Purchase Service Agreement.

We have informed the Residents' and Family Councils regarding this change in policy. If you have any questions or concerns whatsoever, please contact our Director of Care.

Thank you – Our sincere appreciation to the Ladies Auxiliary for the entertainment and the sandwiches, desserts and refreshments they prepared and served at our July Annual Garden Party. FYI, the Auxiliary also runs our 2 Monthly Saturday Bingos.

Survey – Resident responsible parties will find, included with this newsletter, our annual satisfaction survey. Please complete and return, using the stamped self-addressed envelope, by Friday Sept. 16. You can also drop it off at our reception desk or leave it in the mailbox outside the Administration entrance if visiting the Home before that date. Please note that the questions are directed at the resident, so please confer with your family member and then respond from the perspective of the resident.

Quality Inspection Program- The new Ministry of Health and Long Term Care Quality Inspection Program of LTC Homes includes a process whereby the Inspector interviews residents and families and representatives of the Family and Residents' Council. We have shared the Inspection Protocol Questions used by the Inspector/s with our Lodge Councils and will provide you with more information in upcoming family newsletters. You can also find the questions on our Information Bulletin Board.

Non- Urgent Patient Transport- Urgent EMS ambulance transportation of a resident from Strathmere Lodge to the Hospital is provided at no cost to the resident. Non-Urgent transportation of the resident back to the Lodge after discharge from hospital or transportation to an appointment outside the Lodge is the responsibility of the resident or his/her family. An ambulatory resident can be transported by personal vehicle or local taxicab. If a resident requires wheelchair or stretcher transport, the Hospital or the Lodge can book a company such as Voyageur [from London] or Hoffman's [from Dashwood] to provide this non-urgent transportation and the resident will be billed for this service. Occasionally Strathmere Lodge may be able to provide transportation service using our wheelchair accessible van, currently at no charge to the resident if in-town. This arrangement is, however, the exception rather than the rule.

Feel free to contact me if you would like to see certain issues addressed in future editions.
torvidas@middlesex.ca , 519-245-2520 ext. 222

Please share a copy of this newsletter with other family members and friends or direct them to our website
<http://www.middlesex.ca/departments/long-term-care>



Tony Orvidas, Administrator

Distribution: Responsible Parties, Auxiliary, Info Board, RHA's, website, County Council, staff, other stakeholders.