



**Family, Friend and Responsible Party
Newsletter
November 2012**

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

Changes –

- New wall mounted and mobile Point of Care [POC] computer terminals/kiosks were recently installed in all of our Resident Home Areas.

This electronic record system replaces our manual system.

Strathmere Lodge Health Care Aides/Personal Support Workers document elements of resident care in POC.

On every shift the following items are recorded *for each resident*:

Resident Activities Of Daily Living: Bathing, Bed Mobility, Dressing, Eating, Locomotion [on and off unit], personal hygiene, toileting, transferring, walking in corridor and in room.

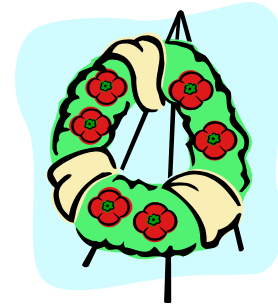
Resident Flowsheets: Continence [bladder and bowel], effect on food intake and mouth care issues, assistive devices used, cognitive patterns, mood and behavior, devices and restraints, total food consumed (as a percentage of recommended daily intake), and total fluids consumed (in mL.)

- We are redesigning the front garden beds to be low maintenance.

Old shrubs are being removed and replaced with river rock and ornamental flower planters.

- Residents received their flu shots in late October.

Employees and volunteers also had their shots. We are pleased to report that Strathmere Lodge staff has one of the highest rates for influenza immunization compliance in the Province. It is a reflection of the concern our employees have for the health and well being of the residents in their care.



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.

New family members welcome. For more information or to check on the times and dates of future meetings please contact Recreation Manager Marcy Welch at ext 226 or at mwelch@middlesex.ca

Next meeting is 1:30 pm, Thurs, Nov 29th in the Chapel with guest speaker Rev. Dr. Christine O'Reilly

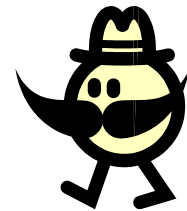
Feeling unwell? - Please do not visit Strathmere Lodge if you or anyone in your home has a cold or symptoms of the “flu” [intestinal or respiratory].

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.

In the event of an outbreak here at the Lodge you are requested to restrict your visitation to only one individual in the Home in order to prevent cross-infections.

Booking Family Dining Room and Conference Room – Please reserve as far in advance as you can [especially for holidays] since booking is on a first come first served basis. Contact our reception desk 8:30 to 4:30, Monday to Friday to arrange.

November – You might have noticed that a few of the male staff at the Lodge have been nurturing and grooming facial hair. During the Month of November we have been growing moustaches and raising vital funds and awareness for men’s health.



If interested in making a donation to support our team please go to:

<http://mobro.co/StrathmereMoBros>.

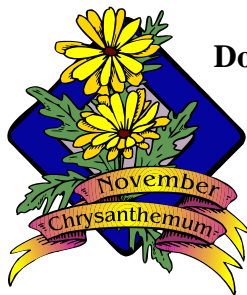
Family Photo Day – Will be held on Sat, Dec. 8th from 10:00 am - 4:00 pm in the Chapel. To set – up a time contact Marcy Welch 519- 245- 2520 ext. 226 mwelch@middlesex.ca. For more information regarding the photographers “KULA PHOTOGRAPGHY” please visit their website at www.henrykulaphoto.com.

Annual Ladies Auxiliary Christmas Bazaar – Saturday Dec. 3, 9:30 a.m. to 1:00 p.m.

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

The group meets on the 4th Monday of each month [next meeting- Nov. 26th. No meeting in December] 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 Recreation Manager, Marcy Welch at ext. 226.



Donations – Monetary donations to the Strathmere Lodge Ladies Auxiliary are always gratefully received, appropriately recognized, and tax deductible.

If you wish to make a financial gift to the Auxiliary you can leave it at Reception or with Tuck Shop volunteers.

What a wonderful way to recognize someone’s birthday, Christmas or other special occasion.

Gifts to Strathmere Lodge Employees- Our employees are generally not permitted to accept personal and individual gifts or tips from residents, their families, or suppliers, and this policy also applies at Christmas.

We hope this causes no offense since our intention is to ensure fair, equitable and non-preferential treatment of all the residents of our Home.

However - a small box of chocolates, fruit, candies, cookies or similar, that can be shared by all of the employees working in the resident home area, the Department, or the whole Home, is always appreciated.



Health Quality Ontario (HQO) - is an independent agency dedicated to reporting to the public about the quality of Ontario's publicly funded health system, supporting continuous quality improvement, and promoting healthcare based on the best scientific evidence available. As part of this mandate, HQO reports on the quality of long-term care in Ontario through its long-term care public reporting website: <http://www.hqontario.ca/en/reporting/longtermcare>.

HQO expanded Long Term Care [LTC] Home-level public reporting from only a few Homes in 2010, to 299 homes in 2012. Further expansion is underway: by the end of 2012, HQO will report quality indicator results for all 600+ Homes in Ontario. All Homes will be mandated to report on specific quality outcomes. These quality indicators relate to different aspects of long-term care quality, such as how effective and safe the care is. In brief, Quality indicators are measures that describe how well something is performing.

Strathmere Lodge made a visible commitment to transparency and accountability by volunteering, in early 2010, to publicly report its quality results on the HQO's website.

By visiting the site, the general public can see how the Lodge and others Homes across Ontario have been doing on four key measures of quality: 1) Falls, 2) Incontinence, 3) Pressure Ulcers, and 4) the Use of Restraints.

The HQO site also includes provincial results for eight long term care quality indicators on topics such as Wait Times, Cognitive Function and Emergency Department Visits. These indicator results are not Home specific and are organized around five attributes of a high-performing healthcare system: accessible, effective, safe, appropriately resourced, and focused on population health.

The reporting periods for these results extend from April 1 of one year to March 31 of the next. The most recent results for 2011-2012 are therefore not completely current since they apply to the period April 1, 2011 to March 31, 2012.

The statistics on the HQO website indicate that Strathmere Lodge, while performing well or slightly below average in most areas, has room for improvement, specifically with the issue of physical restraints. The data for 2011-2012 shows a mild decline in restraint use from previous periods but reflects only the beginnings of the Lodge's efforts to reduce restraints in the Home and to properly record their use.

Much good work has been done by the staff through the Lodge's restraints-reduction program since the beginning of the year and we feel confident that this will be reflected in the next set of data.

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:

Family Christmas Dinner – Wed. Dec. 12. [See attached information]

Entertainment by "The Goldies" – Dec 4th at 2:00 pm

Mocha Shrine Band – Tues, Dec 11th at 2:00 pm

Pierce Family Band on Fri, Dec 14th at 2:00 pm

Jentleman Jim entertains on Tues, Dec 18th at 2:00 pm

Christmas Eve entertainment with Cam Denomme on Mon, Dec 24th at 2:00 pm.

New Years Eve Social with entertainment by Randy Grey on Mon, Dec 31st 2:00 pm





Guests at Christmas and New Year's Noon and Evening Mealtimes –The meal cost will be \$20 per guest.

Due to space limitations and to meet the needs of our residents, we are restricting the number of mealtime guests to one per resident and a maximum of 6 per RHA [Resident Home Area].

Please call ASAP to reserve your meal.

On Christmas and New Year's days, in the café at the Rose Room we will be offering a festive morning and afternoon snack for visitors so that they may enjoy relaxing visits with their family members.

“Grieving” In-service – you are welcome to join other family members and staff at a special in-service on grieving scheduled for Thursday Nov. 29 at 1:30 p.m.

Family/Responsible Party Exit Surveys – a few months after a resident passes away or transfers out of our Home we invite the family to complete a quality questionnaire.

We recently analyzed the results from the last year and a half and were quite pleased overall with the ratings and comments.

All of our services [Laundry, Housekeeping, Admin. support/Reception, Maintenance, Nursing, Meals, Activities, Therapy, and Spiritual/Religious] were rated as good or better on a scale of 1 [very poor] to 5 [outstanding] as well as in general comments.

Areas noted for improvement included more or improved communication with families regarding resident care, greater care with residents clothing [some was lost or misplaced], and increased staffing levels, particularly in the Nursing Department.

Resident Mail – If you are the responsible party, power of attorney for personal care or substitute decision maker for your resident and do not wish the resident to receive mail directly or would prefer sharing the mail with the resident yourself, please advise our front office and we will arrange to redirect the mail to you or hold it for you to pick up.

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>.

Back copies of our most recent newsletters are available in a binder at our reception desk and on our website.

Additional copies of this edition are located on our Public Information Board in the main lobby.

Tony Orvidas, Administrator

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

