



**Family, Friend and Responsible Party
Newsletter
July 2013**



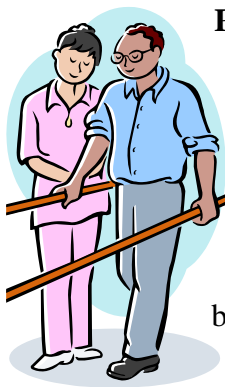
Dear Strathmere Lodge resident's family member/friend/responsible party:

Changes:

- We bid fond farewell to our contracted Social Worker – Lisa Spurgeon, who is moving on to greener pastures in early August. We hope to announce her replacement in the near future.

Activity Calendar – Don't forget to pick up and check out the monthly Activity calendars [available in each RHA [Resident Home Area] and also posted on our website] 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 any time, especially for whole Home events such as:

Tues. Aug. 6th – Cam Denomme entertains at 2:00 pm
Fri. Aug. 9th – Entertainment by Peter Mason at 2:00 pm
Sat. Aug. 17th – Strathroy – Caradoc Cruisers Car Show in Front Parking Lot – 1:30-3:30 pm
Wed. Aug. 21st – The Goldies entertain at 2:00 pm
Sat. Aug 24th – Genevieve Fisher entertains at 1:45 pm



Physiotherapy – Further to Ministry of Health and Long Term Care funding changes to the Physiotherapy program, effective August 1, Strathmere Lodge residents will be expected to pay for their ADP [Assistive Devices Program] assessments –for walkers and manual, tilt and electric wheelchairs. These assessments were previously conducted by our contracted Physiotherapy service provider [Centric Health] at no cost to the resident. As a result of the reduced funding we will also be adjusting and reducing the duration and frequency of Physiotherapy services for many of our residents based on a re-evaluation of their needs and updated and revised treatment plans. Exercise classes will continue to be provided to residents but they will all be conducted by Recreation staff.

Monthly Caregiver Support Group – This new group runs the 4th Tuesday of every month in the Chapel, beginning @ 2pm.

For more information please contact Marcy Welch – Recreation and Physiotherapy Manager at mwelch@middlesex.ca or ext. 226



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 the Resident Home Area and the building.

Resident and Family Satisfaction Survey- Synopsis - We had a 36% response rate to our revised and updated survey. Thanks to everyone who responded. Your ratings and comments will assist us in improving the care, services, and accommodations that we provide to our residents.

100% of responders agreed or strongly agreed with the statement “I am satisfied with the quality of care and service provided to me.”

Areas where responders felt Strathmere Lodge excelled based on “agreed” responses were:

This building is clean and well maintained; My family/responsible party is invited to participate in my admission and annual care planning conferences; I have never been treated roughly by staff; My family have never noticed any staff member being rough with, talking in a demeaning way or yelling at me or any other resident; I am offered a between-meal beverage in the morning, the afternoon, and in the evening after dinner; Staff notify my family promptly if there is a change in my condition.

Areas where responders felt there was the most room for improvement based on “disagreed” responses were:

If I had any concerns re. my roommate or any other resident and reported them to staff they addressed these concerns to my satisfaction; My clothing, personal property or laundry have never gone missing and if I reported that they had gone missing I got the items back quickly; If I reported my belongings damaged or missing, staff responded in a satisfactory manner; I have no chewing or eating problems; There is enough staff available to make sure I get the care and assistance I need without having to wait a long time.

Under “comments”, major issues related to:

Rooms being cold, laundry going missing, and the fact that we could always use more staff.

Relative to “what was most important about care and service” the most common responses were:

Kindness; caring; staff patience; clean and fresh rooms; interaction; and assistance with daily living in a timely manner.

A more detailed analysis has been reviewed with the Strathmere Lodge Management Team and will be discussed further with the Residents and Family Councils and our Quality Improvement Committee.



Transport to and from Hospital – Transport to and from Hospital – The Ministry of Health and Long Term Care covers most, if not all, of the cost of emergency transfer of a resident, by ambulance, from Strathmere Lodge to the Strathroy Middlesex General Hospital and from that hospital to any another.

An ambulance will not, however, return the resident to the Lodge. When the resident is discharged or sent Home, it is the responsibility of the resident and his/her family to make sure that alternate transportation arrangements back to the Lodge have already been made. Transportation is not provided by the hospital and neither the hospital nor Strathmere Lodge will pay for the return transportation.



Families may choose to use a personal vehicle, taxi cab, or non-emergent wheelchair or stretcher transport. The hospital can provide you with a list of preferred transport service suppliers and Strathmere Lodge has a wheelchair van that might be available for use on a fee for service basis. Please be sure to plan ahead and decide who will be available to take the resident back to the Lodge when he/she returns from the hospital.



Door closers on entrances to RHA's- Originally, when the new Lodge was built, the intention was for the doors leading into Resident Home Areas from the core areas [lobbies and sitting areas] to be kept closed. This was to reduce noise from the lobby and to provide security for residents in the RHA's.

Because some residents found it difficult to open these doors, they were often propped open with wooden wedges. A couple of months ago we installed power assisted openers on these doors leading into 4 of our resident Home areas. [Excepting Bear Creek- our secure RHA] This allows us to keep the doors closed for safety and security reasons [they are connected to the Wander Guard system]

while allowing ease of entrance and exit for our residents, staff and visitors.

It should be noted that when a resident in an RHA wearing a Wander Guard bracelet approaches the door to the RHA it will automatically lock to prevent the resident from wandering, unescorted, off the RHA.

Similarly, the front door to the Lodge will also lock and an alarm will sound if that resident attempts to leave the Home by him/herself. The alarm alerts staff to the potential elopement. The lock engages only if and when the door is closed and not while the door is still open. It disengages only when the resident with the bracelet leaves the proximity of the door.

Some families and residents have expressed concern that the Home now feels less open and inviting, and that not all residents know how to use the power assist control pads to automatically open the doors. We regret the inconvenience and will continue to work on educating residents on the use of the pads and to assist them whenever we can.

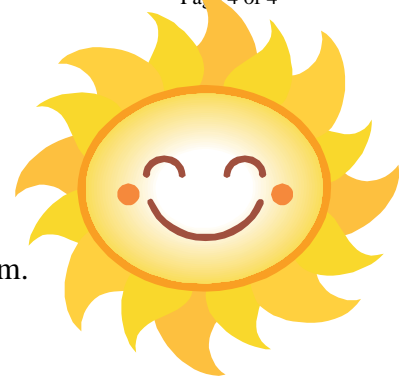
New Faces- With many of our employees taking vacations during the summer months we hire temporary staff [students or part-timers] in many of our departments to cover for our regular staff who are away.

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.

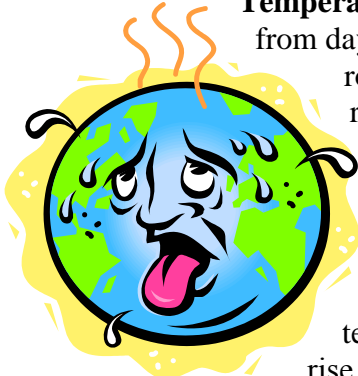
Please contact Marcy Welch – Recreation Manager at mwelch@middlesex.ca or ext. 226 for more information or to verify the times and dates of future meetings.

The next meeting is scheduled for Monday, September 9th at 1:30 p.m. and new members are always welcome.

Minutes of meetings are posted and available for review at our reception desk.



Temperatures – As the weather changes and outside temperatures rise and drop from day to day it is sometimes difficult to keep the temperatures in our resident rooms and the rest of our Home at a comfortable medium, especially if residents open windows.



The Long Term Care Homes Act regulations require us to maintain a minimum of 22° C in resident rooms and common areas and we monitor these temperatures to ensure we are in compliance. If it gets too cool we adjust our HVAC [air conditioning and heating] system to meet requirements. If we do so for the main floor, it sometimes causes temperatures, particularly on the second floor or at the ends of hallways, to rise into the mid to high 20's.

Temperatures will continue to fluctuate and we will continue to try to keep everyone as comfortable as possible.

Remember the days before air conditioning?

Let me know 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 newsletters are also located on this website.

Hard copies are compiled in a binder at our reception desk and in the staff lounge and are available for your review.

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

Tony Orvidas
Administrator

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