

Sun Parlor Home

Statement of Purpose

The Sun Parlor Home has been serving Windsor and Essex County for over 117 years. Care is provided to residents 24/7, 365 days a year. The Home is one of 19 Long Term Care Homes (LTCH) in Essex County. The Home is one of two municipally funded Homes in Essex County. The other municipal Home is Huron Lodge (City of Windsor).

The Home's Mission is "to serve our community by providing supportive, resident-focused care that promotes quality of life." The Home has the capacity to care for up to 208 residents. However, the Home is funded by the Ministry of Health and Long Term Care (MOHLTC) to care for 206 residents.

Funding to support the Home's operations comes from several sources including the MOHLTC, the Erie St. Clair Local Health Integration Network (LHIN), the County of Essex and accommodation fees paid by or on behalf of the residents who live at the Home. Other smaller funding sources contribute the remaining 2.0% of funding required to operate the Home.

The residents cared for today at the Sun Parlor Home are significantly different than they were five years ago. By living longer and living in their own homes as part of an aging in place strategy, residents are arriving at LTCH's at a later stage in their life, with more complex health issues than ever before. Most residents in long-term care suffer from multiple chronic conditions. The prevalence of chronic conditions and cognitive impairment among residents has increased dramatically over the past five years.

Service Description

To ensure continued funding from the MOHLTC/LHIN the Home must maintain an occupancy rate over 97%, which the Home achieved for 2018. In 2018 (Year-to-Date), the Home admitted 81 residents. The number of admissions is considerably higher than prior years and this has an impact on the home's operations. In previous years admissions averaged around 60 new residents. The average length of stay for residents is increasing, from 2.3 years in 2017 to an average of 3.2 years in 2018.

The Home continues to partner with community agencies including the Leamington Horticultural Society who cares for the curb side planters at the front of the Home, the South Essex Community Centre (SECC) to offer on-site foot care clinics for residents and to coordinate bus outings for the residents, Alcoholics Anonymous, the Alzheimer Society, Hospice and others. The Home partnered with the Horticultural program at St. Clair College to assist in the refresh of the Main Courtyard in 2018.

On an annual basis the Home renews a Shelter Agreement with other local LTCH's/Retirement Homes. Shelter agreements have also been forged with community partners, including the school across the street to offer temporary emergency shelter.

The Home continues to offer clinical placement opportunities to students enrolled in university, college, and secondary schools. Offering clinical placement opportunities doubles as a recruitment strategy. Many of the students completing their clinical placement opportunities at the Home are from the County and want to remain close to their community when seeking employment. In 2018, clinical placement opportunities were offered to Co-op students from

Sun Parlor Home

local Secondary Schools to support a future in skill trades, Medical Students and Bachelor of Science in Nursing students from the University of Windsor, a Social Work student from Wayne State University and Registered Practical Nursing and Personal Support Worker (PSW) students enrolled at St. Clair College. The Home also supports the “Take Your Child to Work” program to showcase the work environment to the young adults of staff working at the Home.

The Home continues to work with Leamington Fire Services and Customized Fire Safety to ensure the Home passes its annual fire drill and has an updated fire safety plan. The Home has been identified as the secondary emergency operations centre (EOC) for the County of Essex should the EOC in Essex be unavailable in a disaster/emergency.

Prior Year Performance

The Home voluntarily underwent an Organizational and Operational Review. The Review confirmed the Management Team’s assertion that they had been on the right track in terms of identifying priorities and establishing work plans. There were no surprises in the Review. As a result of the confirmation that additional training resources are needed, the Home will be asking for financial support for a full-time permanent staff educator to assist with mandatory education and policy and procedure development. The Review is currently being finalized by the Management Team and will be shared with County Council at a future date.

In response to an Expression of Interest from the LHIN, the Home assumed responsibility for the external Behavioural Supports Ontario (BSO) Team. The team is currently comprised of a Registered Nurse and Personal Support Worker. Additional funding for a third position has been offered and will be shared with County Council in early 2019.

For the fifth year in a row, residents and their families were invited to participate in the Resident Feedback Survey. To comply with the Long Term Care Home Act (LTCHA), 2007, a Resident Feedback Survey must be conducted annually. In consultation with Resident’s Council, the number of questions in the 2017 survey was reduced from 88 to 39. By reviewing the survey questions and shortening the survey, the Home’s goal is to prioritize the focus on areas of greatest concern, obtain comparable results over time and improve the response rate. In 2018, the response rate to the survey was statistically significant - there was a response rate of over 30%.

Resident Quality Inspections (RQI’s) are conducted by Inspectors from the Ministry of Health and Long Term Care (MOHLTC). The inspections are done annually for every Long Term Care Home in the province to safeguard the residents’ well-being.

The Sun Parlor Home’s 2018 RQI took place from January 15 to 26, 2018. The Inspectors were complimentary of the welcome they received and the participation from residents and staff to answer questions and/or share information.

This is the fifth RQI the Home has participated in since the introduction of the Long Term Care Home Act, 2007.

Sun Parlor Home

The Sun Parlor Home Management Team prepared action plans in response to the Compliance Orders and Written Notifications. The areas for improvement identified in the RQI include:

- Preventing resident falls
- Close monitoring of resident weight loss
- Thorough skin and wound assessments
- Reporting Critical Incidents (CI's)

The Home continued to support the philosophy of improved access to services for residents by bringing services and activities to the residents at the Home. Again this year, the Home offered music by local artists every week and hosted a Vintage Car Show.

An Optometrist continues to provide on-site service clinics (fee for service/billed to OHIP). A local OB/GYN specialist also provides on-site consultations for residents in an effort to ensure access to the service.

In addition to the Optometrist and OB/GYN Specialist, a foot care nurse, the two physicians who care for residents at the Home continue to be supported by a Physician Assistant. Physician's Assistants were introduced to Ontario's health care system in 2007 through a joint initiative between the MOHLTC and the Ontario Medical Association. Since 2007, PAs have been integrated into a number of clinical settings. At least two (2) other Home's in the province have a Physician Assistant working with their physician.

The use of rooms at the Home has also been a priority. A dedicated staff training room has been identified with up-to-date IT resources. Management and resources external to the Home (Music Therapy, Pastoral Care, Pharmacist and Physiotherapy) have identified office spaces adjacent to the resident neighbourhoods to enhance the visibility and access to the resources.

Significant investments in staff education and training continue to be made by the Home with the support of the County to ensure compliance with various legislation and regulations.

During 2018, the Home prepared Request for Proposals (RFP) for an Organizational and Operational Review (voluntary), resident room furnishings for 208 rooms, the paving of two parking lots, a refresh of the Main Courtyard and sidewalks, elevator modernization for three elevators at the Home and a contract for oxygen/Registered Respiratory Therapist.

In response to a Ministry of Labour citation during 2018, several of the tub rooms were painted and in support of compliance to infection control standards wood shelving was removed. The ramp between 2 east and 2 South was also refreshed with new flooring and paint in support of a safety concern. The flooring in the Activation Room and the Dining Room in the Special Care neighbourhood was upgraded to a commercial grade.

In an effort to enhance communication with residents and staff, the Home produces a monthly newsletter called the Grapevine. Town Hall meetings are held for residents/families, staff, Auxiliary/volunteers and students. Email updates titled "What is happening at our Home" are sent weekly and posted at punch clocks. New staff are welcomed to the Home using Letters of Introduction. Email is also now available to all staff as a communication tool.

Sun Parlor Home

Proposed Budget – Current Year

The Sun Parlor Home's recommended 2019 net budget is \$10,255,230, which is a \$431,240 (4.4%) increase over the prior year (gross budgeted expenditures of \$26,069,820).

A number of Capital projects are recommended for 2019, most of which is funded by the Corporation's Capital Reserve. Projects that address safety and energy efficiency concerns will take the highest priority, but the opportunity to purchase new resident Dining Room furniture will also be explored. A Pavilion for residents/families paid for by the Auxiliary will be erected at the front of the Home in the spring of 2019.

To improve access and in support of the residents with hearing impairments and loss, the Home is offering access to a Hearing Instrument Specialist. The Hearing Instrument Specialist will educate staff about hearing aids, how to change the batteries, insert the hearing aids and also consult with residents/families to ensure the resident's quality of hearing is maximized.