
For Information

REPORT TITLE: **Seniors' Services 2019 Annual Report**

FROM: Cathy Granger, Acting Commissioner of Health Services

OBJECTIVE

To report the 2019 annual performance of seniors' services operated out of Peel Long Term Care centres, to Regional Council as the Committee of Management under the *Long-Term Care Homes Act, 2007*.

REPORT HIGHLIGHTS

- In 2019, long-term care services were provided to 936 people living in Peel Long-Term Care homes, and 435 people living in the surrounding community attended our Adult Day Centres.
 - People participating and living in Peel Long Term Care homes are very satisfied.
 - The Region of Peel performed better than the provincial average on all six quality indicators for long term care home performance related to prescribing antipsychotic medication without a psychosis diagnosis, worsened skin and wounds, use of physical restraints, falls, worsened pain, and worsened mood from symptoms of depression.
 - In May of 2020, Peel Long Term Care centres received the three-year Commission Accreditation of Rehabilitation Facilities (CARF).
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DISCUSSION

1. Background

The Term of Council Priority, Enhance Seniors' Supports and Services, supports adult day services and long term care to address gaps and complexities in the health and social systems that prevent seniors and their caregivers from accessing services that optimize their quality of life. Adult day services and Long Term Care service outcomes focus on ensuring Peel residents in need receive supports that allow them to stay in their homes longer and people living in Peel Long Term Care homes receive care to enhance their quality of life.

The Region of Peel's five Long Term Care centres – Sheridan Villa, Peel Manor, Tall Pines, Malton Village, and Vera M. Davis Centre – support 435 people through the Adult Day Services program to maintain their wellbeing and independence and provide respite for their caregivers, and provide 703 beds to people with complex medical needs who require long term care to improve the quality of life.

In accordance with the *Long-Term Care Homes Act, 2007 (Act)*, Regional Council is the Committee of Management who is responsible for the oversight of the Peel Long Term Care homes. This includes ensuring performance and operations of the homes are in compliance

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with the *Act* and its regulations. Each year staff provide a report on the annual performance of the Long Term Care centres.

2. Findings

a) Service Utilization and Health Status

Adult Day Services provides programming, activation and socialization for clients while providing respite, education and support for informal caregivers who care for their loved ones living in the community. The Region of Peel's Adult Day Services programs are consistently 100 per cent occupied. In 2019, the program served an average of 127 clients per day, with 406 people waiting for a spot across the five program sites. Additionally, Long Term Care services supported 936 people, with half over the age of 85 years.

The needs of seniors living in the surrounding community have become more medically complex. At the end of 2019, 59 per cent of Adult Day Services clients had a medical diagnosis of cognitive impairment, including dementia. As seniors transition from the community to long term care, the medical complexities increase. In 2019, 83 per cent of people living in Peel Long Term Care homes had a cognitive impairment, including dementia.

b) Lived Experiences in Peel Long Term Care Homes

Every year annual satisfaction surveys are conducted with people participating in Adult Day Services and living in Long Term Care. In 2019, 97 per cent of people participating in Adult Day Services said the program helped achieve, maintain, or improve their wellbeing; 93 per cent of people and their caregivers said the program contributed to their ability of continue to live at home. Based on the people living in our long term care homes, 84 per cent said they would recommend their home to others as a place to live.

c) Quality of Care in Region of Peel Homes

People living in our Long Term Care homes are assessed on a quarterly basis on six quality indicators of resident care. Peel Long Term Care is meeting or performing better than the Provincial averages on all six quality indicators related to prescribing antipsychotic medication without a psychosis diagnosis, worsened skin and wounds, use of physical restraints, falls, worsened pain, and worsened mood from symptoms of depression. Appendix I provides an overall scorecard on how Peel Long Term Care measures up on each quality indicator to the provincial average.

Since 2016, there has been a significant reduction in the proportion of people prescribed antipsychotic medication without a diagnosis of psychosis (from 27.4 percent in 2016 to 15 per cent in 2019). The homes continue to enhance the initiatives that led to this reduction. These include quarterly medication reviews, using a tool to monitor and evaluate the use of antipsychotic medication, and providing families and the interdisciplinary care teams with education on non-pharmacological strategies to manage resident behaviours. While worsening depressive symptoms are similar to the provincial average, the spread of the Butterfly care model is enabling staff to support more purposeful engagement to address these symptoms.

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Annual performance results for each Long Term Care home are publicly posted. Staff utilize evidence-informed best practices to support resident care. Regional Long Term Care homes have been re-designated as a Best Practice Spotlight Organization through the Registered Nurses Association of Ontario.

d) Compliance with the *Long-Term Care Homes Act, 2007*

The Ministry of LTC conducts unannounced inspections in every long term care home across the province. The focus of the inspection can range from complaint, critical incident, or a Resident Quality Inspections. Inspections include confidential interviews with residents, family members and staff, as well as direct observations of how care is being delivered and a review of records. Completed reports are posted publicly.

Based on 2019 inspections, there were 32 non-compliance findings including three orders across our five Long Term Care centres. Peel Long Term Care homes take action to address any non-compliance findings to ensure compliance with the *Act* through policy revisions, developing new processes and tools, enhancing training, and reinforcing roles and responsibilities of the interdisciplinary team.

e) Accreditation

Between March 9 and 11, 2020, Peel Long Term Care centres re-sought accreditation. Peel Long Term Care centres received the three-year Commission Accreditation of Rehabilitation Facilities (CARF) through to May 31, 2023. This achievement is an indication of the centres' dedication and commitment to improving the quality of life of the person's served, as well as conformance to over 1000 CARF standards. The Ministry of Long-Term Care recognizes CARF accreditation for Long Term Care homes and provides a funding premium of 0.36 cents per resident bed per day to accredited homes.

3. Next Steps

Peel Long Term Care centres will continue to focus on initiatives to improve quality of life and experiences for people who participate, live, and work in the centres. While some work has been paused due to COVID-19, priority areas will include:

- Planning strategies for the Term of Council Priority, Enhance Seniors' Supports and Services.
- Implementing the 2019-2023 Long Term Care and Adult Day Services Service Plan.
- Evolving the Region's connection with Ontario Health.
- Ensuring the alignment of the development of the integrated care model of service delivery in the Seniors Health and Wellness Village at Peel Manor with the evolving health system transformation.
- Shifting culture to prioritize emotional well-being through the Butterfly Model.
- Enhancing programs and services based on feedback from people participating, living, and working in Peel Long Term Care centres.

Staff will continue to review the best available evidence and enhance the existing programs and services to meet the needs of this community.

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CONCLUSION

Peel Long Term Care centres will continue to improve the quality of life and experience for those with complex medical needs and deliver and enhance services in accordance with provincial regulations in order to advance the Region's mandate of creating a healthy, safe and connected community for individuals at every stage of life.

APPENDICES

Appendix I – Quality of Care Scorecard

For further information regarding this report, please contact Susan Griffin Thomas, Director of Long Term Care, Ext. 2000, susangriffinthomas@peelregion.ca.

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Reviewed and/or approved in workflow by:

Department Commissioner and Division Director.

Final approval is by the Chief Administrative Officer.



N. Polsinelli, Interim Chief Administrative Officer