
HALDIMAND COUNTY

Report GVL-01-2023 Grandview Lodge Annual Report 2022

For Consideration by Council in Committee on May 2, 2023



OBJECTIVE:

To provide Council with the 2022 Annual Report for Grandview Lodge.

RECOMMENDATIONS:

1. THAT Report GVL-01-2023 Grandview Lodge Annual Report 2022 be received.

Prepared by: Amy Moore, Administrator, Grandview Lodge

Respectfully submitted: Cathy Case, General Manager of Corporate & Social Services

Approved: Craig Manley, MCIP, RPP, Chief Administrative Officer

EXECUTIVE SUMMARY:

Report GVL-01-2023 Grandview Lodge Annual Report 2022 includes an attachment (Attachment 1) which is the complete annual report for the home. It has been prepared to update Council on Grandview Lodge's profile, goals, challenges, achievements and trends during 2022. This report is meant to maintain communication and regular updates, and it is part of the required reporting to maintain Grandview's accreditation status.

BACKGROUND:

Council has been provided with a copy of the Grandview Lodge Annual Report 2022 (Attachment 1). This report provides information concerning operations within Grandview Lodge, which is part of the Corporate and Social Services Department. Copies of the Annual Report will also be made available to the public and posted on the County website.

It is important to note that the Annual Report is strictly based on 2022 activity, data and operations. During 2022 the global pandemic response continued and the long-term care sector continued to be impacted.

Since May 19, 2020, the General Manager of Corporate and Social Services has been authorized by the Council, through a resolution of GVL-01-2020, to receive quarterly quality reports for Grandview Lodge. However, an annual report is still required to be presented to Council. With the introduction of the new Fixing the Long Term Care Act (FTLCA), Council now acts as the "Management Committee" over Grandview Lodge. As a result of this change in structure and in accordance with Accreditation Canada Required Organizational Practices, Grandview Lodge will be obligated to provide quarterly quality reports to this governing body, as a minimum.

ANALYSIS:

The Grandview Lodge (GVL) Annual Report profiles a combination of information including data, goals and achievements during 2022. Some of the key highlights of the annual report are as follows:

- A review of the GVL Mission, Vision and Values Statements.
- Overview of the 2019 - 2022 Strategic Plan.
 - The four year plan includes 31 goals which fall under the following 10 subcategories: *Environmental Development, Staff Work Life, Recruitment & Retention, Programs & Volunteer Coordination, Education, Use of Technology, Dietary Services, Back to Basics, Infection Control and RAI MDS.*
- Review of Grandview Lodge operations
 - Average Residential Tax Bill – Allocation Based on 2022 Draft Tax-Supported Operating Budget 2022 Assessment = 2.1% or \$72.05/household
- Received Accreditation
 - Met 98% of all required standards of practice.
- Resident data
 - Resident turnover 26.5% or 34 residents
 - Average Length of stay 3.7 years
 - Average age 82.9
- Resident Satisfaction Survey Results
 - 2022 Resident Satisfaction Survey results showed an improvement over the previous year's results in all categories.. The resident and family overall rating for satisfaction with care and services remained relatively similar to previous years: 95% (2020), 98% (2021) and 95% in 2022, with 95% indicating they would recommend Grandview Lodge to a friend or family member.
 - The results of the 2022 satisfaction survey reflect the residents lived experience which aligns with the home's resident focused response to the pandemic and the re-engagement of the social model of care.
 - Although the data collected from the survey yielded positive responses, Grandview continues to focus on areas of need identified by residents & family members, such as nutritional services and physician engagement, to ensure high standards of care and quality of life improvements are provided.

FINANCIAL/LEGAL IMPLICATIONS:

Not applicable.

STAKEHOLDER IMPACTS:

Not applicable.

REPORT IMPACTS:

Agreement: No

By-law: No

Budget Amendment: No

Policy: No

REFERENCES:

None.

ATTACHMENTS:

1. Grandview Lodge Annual Report 2022
2. Grandview Lodge Annual Report Presentation