



Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

June 24, 2022

OVERVIEW

Chartwell Wenleigh Long Term Care Residence is a CARF accredited 161 bed Class A Long Term Care Home located in Mississauga and is owned by Chartwell Master Care LP. The home is comprised of 3 floors and a basement. Each floor is divided in 2 distinct Resident Home Areas, with each RHA containing a Dining Room, Lounge and Team Centre. One secure RHA is located on the first floor.

We opened to the community in April 2001 and service residents primarily in the Mississauga Halton region. The home also houses the satellite office of the NPSTAT program and a young adult day program called Moving Forward.

We strive to be the best place to work and live. In order to do this we are committed to improving the quality of life of our residents and overall experience by providing care and services that align with our Mission, Vision and Values. Our Mission is to provide happier, healthier, more fulfilling life experience for seniors. To provide peace of mind for our residents loved ones. To attract and retain employees who care about making a difference in our residents lives.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

This past two years have had a significant impact on the LTC community inclusive of our residents, staff, family members and friends. The Covid-19 Pandemic has defined and opened our eyes to to improvement opportunities for our home to meet the needs of our residents and staff. This has been a defining period in LTC homes as evidenced by changes implemented throughout the Pandemic by the provincial government, Ministry of Long Term Care, Public Health Ontario, Peel Public Health, Mississauga Halton Home and Community care and our own organization to ensure the safety of our residents and staff. Of significance are Virtual Care, Virtual Meetings and systemwide collaboration across the LTC sector as we came together to provide support, education and knowledge.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

Partnering with residents was more essential over the past year as the Covid-19 Pandemic continued. Residents at times were completely or partially separated from family and friends during periods of isolation resulting from Covid-19 outbreaks in the home and or directives in place to ensure their safety. Again the use of "Virtual Care" such as virtual visits was necessary for residents to connect with their loved ones thus providing much needed interaction.

Communication has also been vital throughout the pandemic. A variety of methods have been used to communicate changes in ministry or public health directives or changes associated with outbreaks within our homes with our residents and their family members. The home used letters, email correspondence, telephone calls, meetings on resident neighbourhoods, communication through resident and family councils, notices and other methods to ensure everyone was kept informed with vital information.

PROVIDER EXPERIENCE

As with our residents our staff members have been significantly impacted by the Covid-19 Pandemic. As essential workers they have been on the front lines supporting and providing care to our residents and in turn residents' families/friends and each other. From a human standpoint; leaving their own loved ones to provide care and support to our LTC community. They did not waiver despite the "unknown" aspects of the virus and it's impact on residents, staff own loved ones or themselves. Staff has been supported through the provision of resources from the home and our corporate leaders. Staff had access to an Employee and Family Assistance Program and continue to receive "LifeSpeaks" wellness blogs. Support such as written resources related to physical/mental health, in house meetings to provide continuous updates as well as on site guided facilitator support. Daily meals and snacks were provided on site to all staff as well as staff appreciation events. The addition of various financial incentives such as the PSW wage enhancement fund, the nurse retention fund and corporate financial incentives to our Leadership team.

RESIDENT EXPERIENCE

As pandemic restrictions are lifted, the home will again start to focus on quality initiatives that had been put on hold while the home focused primarily on keeping our residents and staff safe from the virus.

We continue to strive meet our mission of "Making People's Lives Better" by focusing on meaningful, life enriching experiences for our residents. With this goal in mind, we will be focusing on reinvigorating the Imagine Program which is aimed at supporting our residents living with dementia to be engaged in meaningful activities and staff understanding the meaning behind expressions.

We will also focus on our Quality Indicators and our satisfaction surveys for residents and staff to identify opportunities to improve the resident experience. There will be additional focus on engaging our residents and families and incorporating their feedback into our quality initiative plans.

CONTACT INFORMATION

Cecile Carrol, Administrator
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SIGN-OFF

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan on **June 24, 2022**

Mandy Warner-DRO, Board Chair / Licensee or delegate

Cecile Carrol, Administrator /Executive Director

Barb Murphy-Director Quality, Quality Committee Chair or delegate

Other leadership as appropriate
