****

**Shoreham Village**

**Resident Care**

**Scorecard**

**2nd Quarter 2021/22**

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

1. Occupancy Rate 2
2. Incident Rate 4
3. Infection Rate 6
4. Hand Hygiene Rate 9
5. Volunteer Rates 10

# 1.0 Shoreham Village Occupancy Rate Q2 July - Sept 2021/22

# The Average Occupancy Rate for the Q2 July - Sept 2021/22 – 94.57% (average 4.8 vacant beds per day).

**Comments:**

The DHW target occupancy rate for budgeting is 99.2%. For Shoreham Village this equates to an average of .7 vacant beds per day.

This quarter the occupancy rate was 94.57% (4.8 average vacant beds per day). The rate is increased over the 1st quarter of 2021/22 (93.23%) and increased over the same period of 2021/22 (92.45%). This is related to the filling of held beds for potential COVID outbreak isolation beds.

The occupancy rate for the respite bed is increasing as shown in Table 1. This is due resuming the community respite service.

 **Table 1 Respite Bed Occupancy**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **Occupancy 2015/16** | **Occupancy 2016/17** | **Occupancy 2017/18** | **Occupancy 2018/19** | **Occupancy** **2019/20** | **Occupancy****2020-21** | **Occupancy****2021-22** |
| April  | 0% | 0.0% | 60.0% | 43.3% | 70.0% | 0 | 13.3% |
| May | 48.4% | 71.0% | 41.9% | 12.9% | 35.5% | 0 | 0.0% |
| June | 23.3% | 70.0% | 80.0% | 36.7% | 80.0% | 0 | 0.0% |
| July | 96.8% | 71.0% | 61.3% | 64.5% | 74.2% | 0 | 29.0% |
| August | 96.8% | 38.7% | 87.1% | 51.6% | 45.2% | 0 | 74.2% |
| September | 20.0% | 33.3% | 93.3% | 73.3% | 20.0% | 0 | 66.7% |
| October | 51.6% | 77.4% | 77.4% | 41.9% | 0.0% | 0 | 100.0% |
| November  | 33.3% | 40.0% | 70.0% | 33.3% | 0.0% | 0 | 0 |
| December | 25.8% | 77.4% | 38.7% | 61.3% | 71.0% | 0 | 0 |
| January  | 16.1% | 45.2% | 35.5% | 0.0% | 45.2% | 0 | 0 |
| February | 31.0% | 3.6% | 57.1% | 25.0% | 82.1% | 25% | 0 |
| March | 25.8% | 48.4% | 45.2% | 19.4% | 45.2% | 0 | 0 |
| **Total**  | **39.1%** | **48%** | **62.3%** | **38.6%** | **47.4%** | **2.1%** | **40.5%** |

**2.0 Shoreham Village - ResidentIncidents – Q2 July - Sept 2021/22**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Incidents Per Quarter** | **Q2****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Responsive Behaviors | 25 | 6 | 16 |  |  |
| Falls | 35 | 50 | 49 |  |  |
| Medication Errors | 34 | 16 | 35 |  |  |
| Other | 25 | 46 | 45 |  |  |
| **Total** | **119** | **118** | **145** |  |  |
|  |  |  |  |  |  |
| **Incident Rate Per 1000 Resident Days** | **Q2****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Responsive Behaviors | 3.30 | 0.79 | 2.07 |  |  |
| Falls | 4.62 | 6.62 | 6.33 |  |  |
| Medication Errors | 4.49 | 2.11 | 4.52 |  |  |
| Other | 3.30 | 6.09 | 5.80 |  |  |
| **Total**  | **15.71** | **15.61** | **18.72** |  |  |

**Comments:**

The number and rate of incidents have increased over the last quarter (118) and over the same period of last year (119). The number of incidents per wing were: A – 31, B – 40, C – 25, D – 19 and E – 30.

* Of the 145 incidents 10% were near misses.
* 14 residents had 3 or more incidents this quarter. 2 Residents accounted for 15 incidents (10%).

**Responsive Behaviors**

Of the 25 incidents, one resident accounted for 20% of the incidents. The number of incidents per wing: A – 1, B – 7, C – 4, D – 0 and E – 4.

There were 12 episodes of physical aggression and 4 incidents of verbal aggression. One incident resulted in an injury (bruise) to a resident.

All Responsive Behaviour incidents continue to be reviewed by the Responsive Behaviour Team.

**Falls**

The number of falls is similar to last quarter (50 falls) and an increase from the same quarter of last year (35 falls). Two residents accounted for 24% of the falls.

* Of the 49 falls, 2 were witnessed and 47 were unwitnessed.
* 13 falls resulted in minor injuries from bruising to skin tears, and 1 fall resulted in a hip fracture, resident was sent to hospital however was not a surgical candidate and returned to Shoreham. The hip fracture was reported to DHW as a critical incident.

All incidents continue to be reviewed on a regular basis by the Manager Resident Care and the mobility team with prevention strategies added to the resident care plans.

**Medication Errors**

The number of medication errors have increased this quarter and are similar to the same period of last year. The number of incidents per wing: A –6, B – 11, C – 4, D – 5 and E – 9.

Missed doses account for 43% of all incidents and transcription errors were 31%. All errors are review with staff involved in the errors. There were no errors resulting in injury to residents.

Following an uptick in medication occurrences – a detailed investigation occurred and it was determined that a practice was occurring on the evening shift which resulted in the missed doses and transcription errors. The Nurse Managers reviewed safe medication administration practices and met with the staff. Practice expectations were reviewed and suppertime med administration process has been reinforced to reflect best practice.

Follow-up e-mail communication has been sent to all registered staff. The Nurse Manager responsible for follow-up has begun reviewing all medication occurrences monthly with the registered staff in additional to 1:1 with individuals so that treads and practice themes are identified quickly and additional occurrences are prevented.

This will continue to be closely monitored.

**Other Incidents**

Of the 45 incidents classified as other, 4 choking incidents, 3 were elopement, 14 were near miss incidents, and 24 other (eg. inappropriate behaviours, call bell around head, removal of safety belt)

**3.0 Shoreham Village - ResidentInfection Report – Q2 July - September 2021/22**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Infections Per Quarter** | **Q2****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Respiratory | 3 | 2 | 0 |  |  |
| Urinary Tract  | 10 | 7 | 4 |  |  |
| Skin  | 10 | 0 | 2 |  |  |
| Gastrointestinal  | 1 | 0 | 1 |  |  |
| Other | 2 | 2 | 3 |  |  |
|  |  |  |  |  |  |
| Total  | 26 | 11 | 10 |  |  |
|  |  |
| **Incident Rate Per 1000 Resident Days** | **Q2****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Respiratory | 0.39 | 0.64 | 0 |  |  |
| Urinary Tract  | 1.32 | 0.64 | .52 |  |  |
| Skin  | 1.32 | 1.28 | .26 |  |  |
| Gastrointestinal  | 0.13 | 0.00 | .13 |  |  |
| Other | 0.26 | 0.26 | .39 |  |  |
|  |  |  |  |  |  |
| Total  | 3.42 | 2.82 | 1.29 |  |  |

**Comments:**

The total number of infections for the 2nd quarter (10) shows a decrease over the last quarter (11) and the same period of last year at (26).

**Respiratory Infections**

There were no respiratory infections this quarter, a decrease from the 1st quarter (2) and the same period of last year (3). The decrease maybe related to the ongoing COVID precautions.

**Urinary Tract Infections**

The number of reported Urinary Tract Infections (4) decreased from the last year (10) and the 1st quarter (7).

All residents were treated in house and symptoms resolved.

**Skin Infections**

The number of skin infections (2) have and increase from the last quarter (0) and a decreased from the same period of last year (10). The infection were unrelated to wounds and were treated in house and resolved.

**Gastrointestinal Infections**

There was 1 gastrointestinal infection. There was a positive case of Clostridium difficile. The infection was contained to one resident and resolved.

**Other Infections (eye, genitourinary, ear, oral)**

The other 3 infections were oral infections and 2 were related to dental health.

**4.0 Shoreham Village - Hand Hygiene Report – Q2 July – Sept 2021/22**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Results** | **Q1** | **Q2** | **Q3** | **Q4** |
| # of Staff Audited | 122 | 102 |  |  |
| # of Opportunities Observed | 457 | 395 |  |  |
| # of Opportunities Met  | 433 (94.7%) | 378(95.7%) |  |  |
| # of Opportunities Missed | 24(5.3%) | 17(4.3%) |  |  |

**Comments:**

**Areas for improvement include:**

Hand Hygiene between procedures on the same resident scored 79%. This was noted for CCAs and LPNs and will be reviewed at nursing staff meetings.

**5.0 Shoreham Village - Volunteer Report – Q1 July – September 2021/22**

**Comments:**

**Volunteer Recruitment, Training and Retention**

With recently lifted Covid 19 restrictions, volunteers have been back returned to Shoreham. Communication continues to be maintained through email, social media and verbal communications with volunteers.

**Steady or Growing volunteer base**

There have been 6 volunteers retired from volunteering. Shoreham Village recruited 6 new volunteers, to maintain consistent numbers.