****

**Shoreham Village**

**Resident Care**

**Scorecard**

**3rd 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 Q3 Oct - December 2021/22

# The Average Occupancy Rate for the Q3 Oct - Dec 2021/22 – 94.77% (average 4.66 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 94.77% (4.66 average vacant beds per day). The rate is increased over the 2nd quarter of 2021/22 (94.57%) and increased over the same period of 2020/21 (92.50%). 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 to 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 | 50.0% |
| December | 25.8% | 77.4% | 38.7% | 61.3% | 71.0% | 0 | 32.3% |
| 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%** | **40.7%** |

**2.0 Shoreham Village - ResidentIncidents – Q3 Oct - December 2021/22**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Incidents Per Quarter** | **Q3**  **2020/21** | **Q1**  **2021/22** | **Q2**  **2021/22** | **Q3**  **2021/22** | **Q4**  **2021/22** |
| Responsive Behaviors | 27 | 6 | 16 | 28 |  |
| Falls | 49 | 50 | 49 | 35 |  |
| Medication Errors | 35 | 16 | 35 | 44 |  |
| Other | 38 | 46 | 45 | 49 |  |
| **Total** | **149** | **118** | **145** | **156** |  |
|  |  |  |  |  |  |
| **Incident Rate Per 1000 Resident Days** | **Q3**  **2020/21** | **Q1**  **2021/22** | **Q2**  **2021/22** | **Q3**  **2021/22** | **Q4**  **2021/22** |
| Responsive Behaviors | 3.56 | 0.79 | 2.07 | 3.6 |  |
| Falls | 6.47 | 6.62 | 6.33 | 4.5 |  |
| Medication Errors | 4.6 | 2.11 | 4.52 | 5.67 |  |
| Other | 5.02 | 6.09 | 5.80 | 6.3 |  |
| **Total** | **19.64** | **15.61** | **18.72** | **20.08** |  |

**Comments: beds days 7760**

The number and rate of incidents have increased over the last quarter (145) and over the same period of last year (149). The number of incidents per wing were: A – 20, B – 57, C – 21, D – 18 and E – 37.

* Of the 156 incidents 16% were near misses.
* 7 residents had 5 or more incidents this quarter (excluding med occurrences). 7 Residents accounted for 45 incidents (40%) other than med occurrences.

**Responsive Behaviors**

Of the 28 incidents, 3 residents accounted for 39% of the incidents. 1 resident had 5 incidents and 2 residents had 3 incidents each. The number of incidents per wing: A –5 , B –12 , C –5 , D –3 and E – 3.

There were 19 episodes of physical aggression and 9 incidents of verbal aggression. No incidents resulted in an injury.

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

**Falls**

The number of falls has improved since last quarter (49 falls) and from the same quarter of last year (49 falls). Three residents accounted for 28.5% of the falls.

* Of the 35 falls, 5 were witnessed and 30 were unwitnessed.
* 3 falls resulted in minor injuries from redness to minor laceration.

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 when compared to the same period of last year. The number of incidents per wing: A –5, B – 13, C – 3, D – 4 and E – 16. October had 18 errors, November had 14 and December had 12 errors.

Last quarter missed doses accounted for 43% of errors and this quarter missed doses accounted for 18% of all incidents – a significant improvement. *Other* accounted for 47.75 of all med errors – example of other includes process step errors where by second checks catch and fix the error prior to it reaching the resident, and one was when a staff left voltarin out and a resident tasted it.

All errors are reviewed with the staff involved in the errors. There were no errors resulting in injury to residents.

Part way into this quarter a detailed investigation occurred when the previous quarters data was reviewed. It was determined that a practice was occurring on the evening shift, which was resulting in medication errors. The Nurse Manager at the time 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.

There has been a heighten attention and close monitoring of medication practice which has resulted in increased staff reporting, contributing to a culture of safety.

This will continue to be closely monitored.

**Other Incidents**

Of the 49 incidents classified as other, 7 choking incidents, 3 were elopement, 25 were near miss incidents, and 25 other (eg. Resident grabbed staff member’s buttocks, Resident called 911 instead of 411, missing item, wrong meal texture sent to wing)

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Infections Per Quarter** | **Q3**  **2020/21** | **Q1**  **2021/22** | **Q2**  **2021/22** | **Q3**  **2021/22** | **Q4**  **2021/22** |
| Respiratory | 4 | 2 | 0 | 1 |  |
| Urinary Tract | 2 | 7 | 4 | 6 |  |
| Skin | 2 | 0 | 2 | 2 |  |
| Gastrointestinal | 0 | 0 | 1 |  |  |
| Other | 6 | 2 | 3 |  |  |
|  |  |  |  |  |  |
| Total | 14 | 11 | 10 | 9 |  |
|  | | | | |  |
| **Incident Rate Per 1000 Resident Days** | **Q3**  **2020/21** | **Q1**  **2021/22** | **Q2**  **2021/22** | **Q3**  **2021/22** | **Q4**  **2021/22** |
| Respiratory | 0.52 | 0.64 | 0 | 0.12 |  |
| Urinary Tract | 0.26 | 0.64 | .52 | 0.77 |  |
| Skin | 0.26 | 1.28 | .26 | 0.26 |  |
| Gastrointestinal | 0.39 | 0.00 | .13 |  |  |
| Other | 0.39 | 0.26 | .39 |  |  |
|  |  |  |  |  |  |
| Total | 1.83 | 2.82 | 1.29 | 1.14 |  |

**Comments:**

The total number of infections for the 3rd quarter (9) shows a decrease over the last quarter (10) and the same period of last year at (14).

**Respiratory Infections**

There was 1 respiratory infections this quarter, an increase from the 2nd quarter (0) and decrease from the same period of last year (4). A reflection of the ongoing COVID precautions.

**Urinary Tract Infections**

The number of reported Urinary Tract Infections (6) increased from the last year (2) and the 2nd quarter (4).

All residents were treated in house and symptoms resolved.

**Skin Infections**

The number of skin infections (2) have remained the same from the last quarter and from the same period of last year.

**Gastrointestinal Infections**

There was 0 gastrointestinal infection.

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

There were zero other infections for this quarter.

**4.0 Shoreham Village - Hand Hygiene Report – Q3 Oct – December 2021/22**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Results** | **Q1** | **Q2** | **Q3** | **Q4** |
| # of Staff Audited | 122 | 102 | 78 |  |
| # of Opportunities Observed | 457 | 395 | 277 |  |
| # of Opportunities Met | 433 (94.7%) | 378(95.7%) | 269 (97%) |  |
| # of Opportunities Missed | 24(5.3%) | 17(4.3%) | 9 (3%) |  |

**Comments:**

**Areas for improvement include:**

There were 9 incidents where the opportunity for Hand Hygiene prior to handling clean linen was missed however no area scored less than 80%. Reminder communication was sent through the HUB for all staff.

Other Infection control audits were completed which included mask and PPE wearing with near perfect results.

**5.0 Shoreham Village - Volunteer Report – Q3 Oct – December 2021/22**

**Comments:**

**Volunteer Recruitment, Training and Retention**

During this quarter, there were lifted Covid 19 restrictions; volunteers have been back in our home. We continue to maintain email, social media and verbal communications with volunteers.

**Steady or Growing volunteer base**

Below indicates that we have had 2 volunteers retired from volunteering. Shoreham Village recruited 10 new volunteers.