

# November Newsletter

Friday, November 1, 2019



## Engaging Residents, Families and Staff

*Tudor House provides long term care services to Indigenous Peoples and in the spirit of Reconciliation, we acknowledge that Manitoba is the traditional land of the Cree, Ojibway, Oji-Cree, Dakota and Dene people, and the homeland of the Métis Nation and we are on Treaty 1 Territory.*

**HIGHLIGHTS**



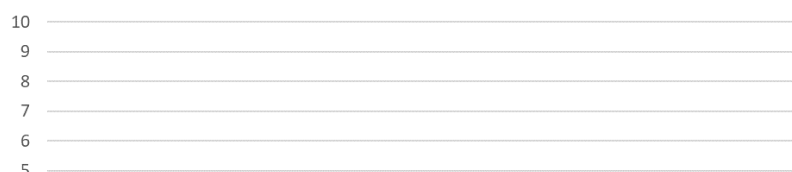
### **Continuous Quality Indicator (CQI)** **2019-2020 Quarterly Report**

CQI 1st Quarter Report is posted on Resident & Family and Staff Boards.

[Click here to read the Occurrence Summary Report](#)

If you have questions or comments regarding this report, [click here](#)

#### % of Residents with Daily Restraints



	Apr	May	Jun
% Restraints	0	0	0
# Restraints (Non-Positioning)	0	0	0
# Restraints (WC) (for Positioning)	13	17	19
# of All Restraints	13	17	19

Tilt-Recline Wheelchairs for positioning are not included in the above restraint CQI rating.



### Benchmark Comparisons

Tudor House average 0 %

IERHA PCH average n/a

WRHA PCH average 10.1 %

[\(WRHA MDS Quarterly Quality Report 2018 Q2\)](#)

Canada PCH average 5.4 %

(Nationally Adjusted Rate 2018)

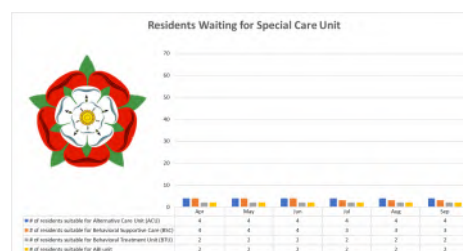
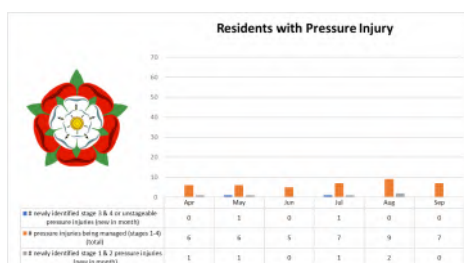
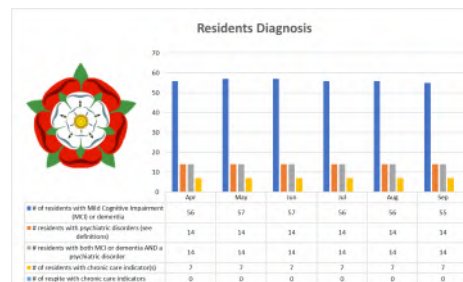
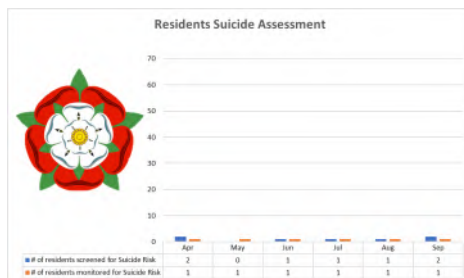
## PCH Program Quality Indicators

Tudor House tracks and submits monthly indicator data to the IERHA PCH Quality Improvement Team.

For more information, click on the link below to view Tudor House 2nd Quarter Quality Indicator data. The 2nd Quarter report is also posted in Resident & Family Communication Board.

\*Please note the explanation/ legend is located on the bottom tabs of the spreadsheet.

### [PCH Quality Indicators Legend](#)





## Required Organizational Practice (ROP)

### Leadership Standards in Small Community Based Organizations



Accreditation Canada has asked us to reach out and engage Residents & families more, so we hosted Evening Meeting on October 9th, 2019 and again on Spring when hopefully family members are not at work and are better able to join us. Other ways we are trying to engage families is:

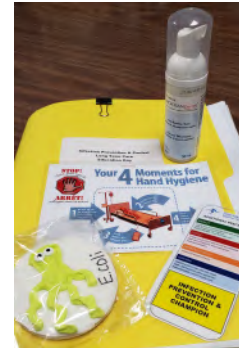
- Our monthly newsletter that has lots of interesting and useful information in it.
- Quality Board in the hallway across from Recreation room that tells you how well we are doing with many aspects of clinical care. (Falls, Pressure Areas, Restraints, Violence Prevention, Incident Management, etc...)
  - We soon will be enhancing this by the installation of a scrolling Video Bulletin Board in the front Lobby that will have all sorts of Quality information and New items.
- Another important engagement for Complaint or Comment Forms. At the reception and both Nursing stations you can obtain a form where you can write down a concern suggestion, compliment or complaint to have management follow up on and get back to you with a response. You can even add bouquets for staff this way.
- The Strategic Plan 2018 and Beyond has lots of important information that we are working on that you might want to know about.
- Tudor House is Accredited for 2018 -2022 and we are beginning the process to participate in the Interlake- Eastern Regional Accreditation Process as part of the Regional LTC program. This will bring us into alignment with all the Nursing Homes in the region and help to ensure seamless delivery of care in residents transfers and admission to Tudor House.



## Infection Prevention & Control Long Term Care Environment Champion Day

Majel Dignadice, IPC Champion & Pamela Carlyle represented Tudor House on October 30<sup>th</sup>, 2019. Some of the learning highlights included:

- A review of wound care
  - Pressure injury prevention
  - Wound Infection Review
  - Clinical Assessment
  - Wound Care
- Outbreak Preparedness
  - Case studies
- Health Associated Infection Surveillance and new definitions
- Demonstrations
  - Handy Hygiene
  - Glow demo
  - Donning & Removing Personnel Protective equipment



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## Together We Can Beat the Flu

6 Tips to Stay Healthy this Flu Season

Avoid touching eyes, nose mouth



Cover your sneeze/cough



Wash your hands



Stay home if you're sick



Get the Flu Vaccine

The flu vaccine is the first step in protecting yourself



Avoid contact with sick people



Click here to read [Manitoba Health Flu Myths and Facts](#)

or watch a video [here](#)

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Tudor House has an optimistic vision to enhance communication amongst the residents, families and staff of our Facility. Together we strive to ensure everyone involved with residents have a clear understanding of how we provide Resident Centered Care in a “Home-Like” Community, provided with Quality, Dignity, Compassion, Empathy and Partnership.”

**Click the here below to view:**

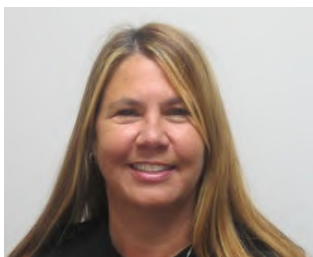
[Tudor House Organizational Chart](#)

[Term of Reference - Resident & Family Advisory Council Meeting](#)

[Resident and Family Advisory Meeting Minutes - October](#)

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## **MEET OUR STAFF EDUCATION COORDINATOR**

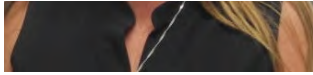


**Pamela Carlyle**  
**Staff Education Coordinator**

**Role:**

Formulates educational programs necessary to prepare all personnel so that they may increase in knowledge and ability and give optimum





service.

### Mini Bio:

Born in Chatham New Brunswick, became a child of an Airman. After living in many provinces across Canada made Winnipeg home in 1992. Lives aside 2 daughters both who are nurses and have 3 adorable grandchildren. Graduated from the Selkirk School of Psychiatric Nursing in 1983. Worked in various roles and places as a Front-line Nurse, Clinical Instructor, Instructional Associate, Clinical Coordinator and Mental Health Nurse Educator. Love the great outdoors especially star gazing and sitting around a bonfire with family & friends.

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## Resident of the Month

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### Richard & Margaret

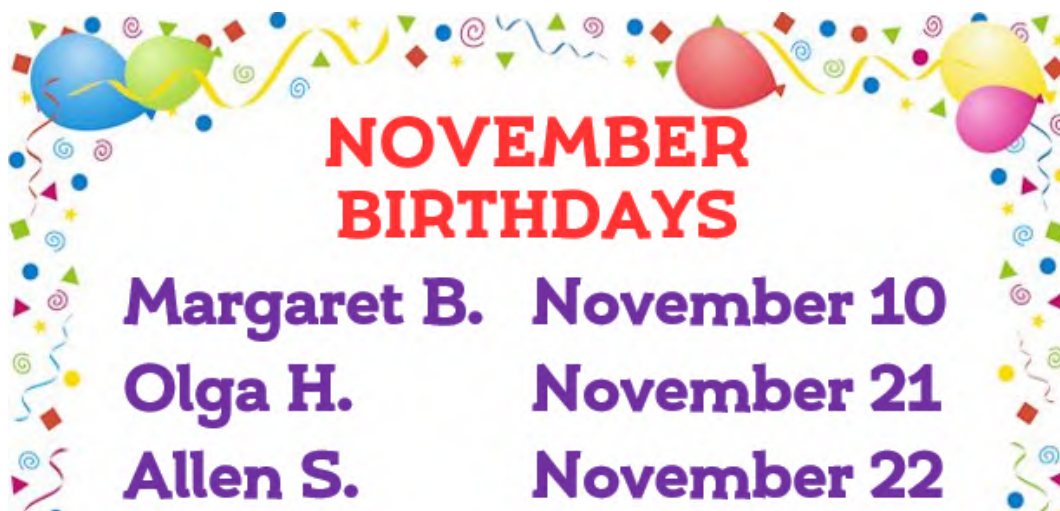
Richard and Peggy were both born in Brandon Manitoba, Richard in 1928 and Peggy in 1929. They were married on July 18, 1953.

[Read their full story here](#)

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Do you want to share your family member's story in the Resident Story of the Month? [Click here](#) to send your story.

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## NOVEMBER BIRTHDAYS

Margaret B.	November 10
Olga H.	November 21
Allen S.	November 22



## UPCOMING EVENTS



### **Remembrance Day Service**

Thursday, November 7, 2019  
2:00 PM  
Recreation Room

### **Memorial Service**

Wednesday, November 27, 2019,  
2:00 PM  
Recreation Room

### **Resident & Family Council Meeting**

Wednesday, November 20, 2019  
1:30 PM  
Recreation Room

### **Halloween / Birthday Party**

Friday, November 29, 2019  
1:30 PM  
Recreation Room

**[Click here to download October Activity Calendar](#)**

**[Maple Hall Calendar](#)**

**[Poplar/Oak Calendar](#)**



## Staff Appreciation Week



Staff Nominations are open for the following criteria:

- A) Meritorious Conduct Award (*Life Saving Action*)
- B) RESIDENT & Staff Safety Champion (*Workplace Safety Prevention*)
- C) Creative innovation Award (*Great Ideas Recognition*)
- D) CEO Award For Excellent Customer Service (*Quality Service*)

[Download Nomination Form here](#)

You can email completed nomination forms [HERE](#) or give it to Myrel at Front Desk on or before **November 22, 2019**.

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## STAFF EDUCATION



[Click Here to download Education Calendar](#)



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### EXTERNAL TRAINING OPPORTUNITIES

Tudor House Staff will be attending :





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## Take Our Kids to Work Day



Take Our Kids to Work Day, taking place on **Wednesday, November 6<sup>th</sup>, 2019**, is an annual event where students step into their future for a day and get a glimpse into the working world. The day involves students in Grade 9, Senior 1 (Manitoba) spending the day in the workplace of a parent, relative, friend or volunteer host, where they experience and learn about the world of work.

Please read the Policy [HERE](#)

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## HAND HYGIENE PRESENTATION

Presented by:  
Shawna Ferenc & Amanda Preachuk  
IERHA IPC Team Members on  
November 6, 2019  
from 1:30 - 3:30PM  
Target Audience: All Staff





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# MediSystem™

Pharmacy

A SHOPPERS DRUG MART® COMPANY

**Education Session:**

***Renal Function: Assessment and Meaning***

**Education Date: Wednesday November 19, 2019**

**Presenter: Doug Penner BSc Pharm**

**Time: 1400-1500hrs**

**Target Audience: All Nurses**

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**Worldwide Pressure Ulcer/Injury Prevention & Awareness Day is November 21.**

A prevention mindset is necessary, and that includes using best practice assessment tools to stratify risk and taking specific measures to prevent pressure ulcers/injuries.

## **Pressure Prevention Tips**

- **KNOW** the level of risk for skin breakdown
  - Check the skin every shift **REPORT** even when skin is healthy
  - Treat moisture associated skin damage
  - **USE** the turning and repositioning plan
  - **HANDLE** gently, do not drag, grab or pull dressing off quickly
  - **ENSURE** nutrition is optimal
  - **ASK** about pain, observe for signs of pain.
- 



# THANK YOU Staff Appreciation Week

**November 25 - 29, 2019**

**November 25 - Pizza Day**  
**November 26 - Mobile Wellness**  
**November 27 - Manager's Potluck**  
**November 28 - Staff Awards and Retirement  
Presentation**  
**November 29 - Dementia Virtual Tour**

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**TO ALL TUDOR HOUSE STAFF**

**CHECK OUT YOUR HEALTH BY  
ATTENDING OUR MOBILE WELLNESS  
AFTERNOON**

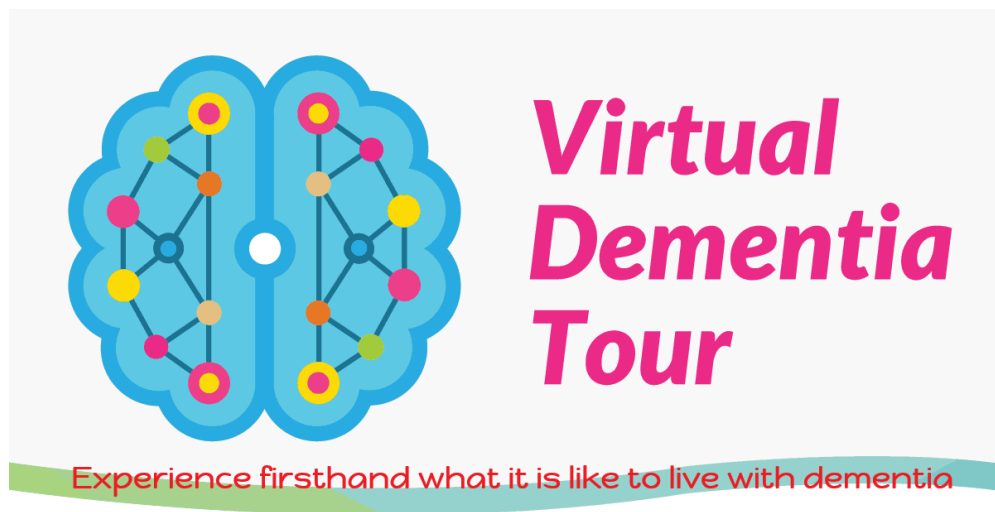
**Tuesday Nov 26, 2019  
1:00 p.m. to 4:00 p.m.  
Recreation Room**

Mobile Wellness encourages people to be aware of the factors that affect their health and the things that they can do to improve their health.

their health and the things that they can do to improve their health.

**You can expect:**

1. A private health check and discussion with a professional that includes Blood pressure, Blood glucose, a family history checklist and a lifestyle quiz.
2. Health displays on physical activity, nutrition, smoking and stress.
3. A one-to-one brief counselling opportunity with a health care provider.
4. Risk factor and complication assessment.
5. A passport to record results and other important health care records.



The **Virtual Dementia Tour (VDT)** is a hands-on activity which attempts to simulate a few of the physical and cognitive changes in people with dementia. With each participant “garbed” and the room set up, a pair of participants will go through different tasks and debriefing for a period of 15 minutes. This tour had been proven to increase the understanding of the needs of people with dementia.

**DATE: Friday November 29, 2019**

**TIME: 9:00AM - 3:00PM**

**PLACE: Boardroom**

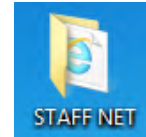
**All staff Welcome**

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Did you know you will soon have your own user account on Staff Net and access to the Learning Management System (LMS). This access will give Tudor House staff the opportunity of online learning to enhance your competencies in long term care and mandatory training topics you can complete from the comfort of your home.

Until this initiative is configured you can still have limited access on the Education Kiosk Computer Station in the Boardroom, click the STAFF NET folder then click **IERHA Personnel Care Home Education and Training Icon** and log on with the generic user account.



## Continuing Competency for Nurses

### Policy Review

All new and revised policies will be available in the Boardroom on the Education Kiosk Computer Desktop in folder **"Policies for Nurses Review & Sign off"**

**Note: Timely compliance will be reflected on a printout report each year to retain as evidence for your Nursing License Continuing Education Competency Records**





## 9 easy ways TO BE MORE mindful at work

### Start the day with a few moments of 'conscious awareness'

Spend a few minutes silently tuning in to the moment. Become aware of your thoughts (while being willing to let them go).

### Practice active listening

Listen carefully to what is being said, process what was said, and then reply thoughtfully and intentionally.

### Notice your body language

Body language speaks volumes. It sets your intention to both yourself and your colleagues.

### Watch the tone and language in your communications

Be mindful of the message you intend to send. At times, your intention may not match your intended outcome.

### Eat mindfully

Take small bites. Chew your food slowly. Notice the flavours and textures.

### When stressed, take a time out

Get some fresh air. A short break may break your thought cycle and change your perspective on things.

### Respect all people, even if you may not agree with their ideas

Everybody has the right to be heard. Listening to alternate opinions may help you with your own.

### When communicating, remember to THINK:

- Is it True?
- Is it Helpful?
- Is it Inspiring?
- Is it Necessary?
- Is it Kind?

### Stay in the moment!

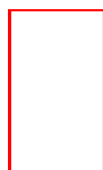
The past has already happened. The future has yet to occur. Check in with yourself. Now is what we have!



**SAVE LIVES**  
**Clean Your Hands**  
How to Hand wash and Hand rub  
Hand Hygiene Brochure

**Videos to Watch:**  
Hand Hygiene - It Makes a Difference

50,000



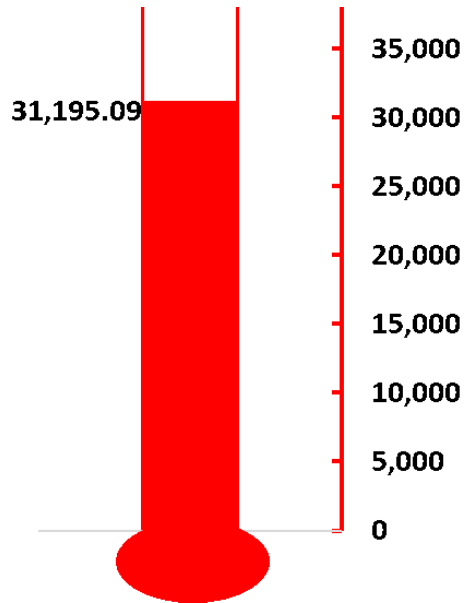
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Help us build  
 an **"Alzheimer Garden"**  
 for our Residents!





All donations made go directly benefiting our Residents by help for Special Projects and to purchase additional equipment that improve their quality of life as well as promoting positive workplace wellness and safety for everyone!

## VOLUNTEERS NEEDED!



For more information about volunteering in Tudor House, email or call Denise Smith at 204-482-6601 ext 128 or at [dsmith@mytudor.ca](mailto:dsmith@mytudor.ca)

### Pillow Paws Socks Available

Socks that have grip on the bottom and fits under normal footwear. The socks prevents residents from slipping or falling.

Pillow Paws socks are available for sale from Rehab Office for 2 pairs for \$5.00.

**Available colors:** Red and Yellow

**Size:** M, L, XXL

For more information, please see or contact Allison Sanderson 204-482-6601 ext. 142 or email

[asanderson@mytudor.ca](mailto:asanderson@mytudor.ca)



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## Helpful links



Long Term & Continuing Care  
Association of Manitoba

L'Association de soins continus  
et à long terme du Manitoba

LTCAM's Navigation System for Seniors' Care and Living Options is a valuable tool that offers suggestions and ideas on how seniors can "live safe" and with confidence, by providing them with the tools and information to make informed decisions.

For more information, [click here for the brochure.](#)

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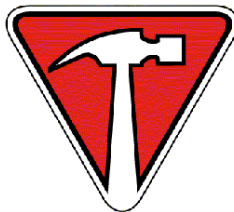
# Manitoba



Alzheimer Society  
MANITOBA

*Dementia Care & Brain Health*

 Interlake-Eastern  
Regional Health Authority



# SAFE WORK

**S  
A  
F  
E** SPOT THE HAZARD  
ASSESS THE RISK  
FIND A SAFER WAY  
EVERYDAY



# TUDOR HOUSE

## PERSONAL CARE HOME

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**Our mailing address is:**

Tudor House Personal Care Home  
800 Manitoba Ave.  
Selkirk, MB  
R1A 2C9

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