



*A Non-Profit Charitable hub of services including:*

Long-Term Care  
Seniors Independent Living  
Community Outreach  
& Training Programs

*"Together, we are devoted to making a difference."*

---

## **West Huron Care Centre/Blue Water Rest Home Quality Interim Report 2022**

At Blue Water Rest Home, we strive to follow our mission statement, "Together, we are devoted to making a difference." To achieve this we provide high quality, innovative and collaborative resident-centred care for all the residents who reside in our home. We acknowledge the importance of continuous quality improvement that is multidisciplinary, evidence based and fluid. We work as a team to include input from all departments within our facility as well as our residents and families. Our quality improvement plan is developed with this in mind and is evaluated quarterly by our multidisciplinary committee.

Blue Water Rest Home has worked diligently throughout the pandemic to maintain a high quality of resident care and satisfaction. To accomplish this, we have focused on the following priority areas.

### **Priority #1 Embracing Technology to Leverage Change**

We are utilizing several new platforms for staff to streamline processes which in turn will lead to increased staff time for resident care. We have had substantial investment made into our HVAC system which allows for better air quality for our resident population. It also will function to keep our resident warmer in the winter and cooler in the summer. An online program for our Environmental Services Department allows staff to submit work orders electronically, catalogue any purchased equipment and maintain records of past repairs. Through using this software, our equipment and buildings are kept in good repair which benefits our resident's quality of life.

### **Priority # 2 Practicing Person-Centred Care**

We are implementing strategies to facilitate staff using person-centred language and care when interacting with our residents, between staff members and with partners.



Blue Water Rest Home  
37792 Zurich-Hensall Road  
Zurich ON N0M 2T0  
T: 519-236-4373 F: 519-236-7685



E: [whcc.info@westhurongcarecentre.com](mailto:whcc.info@westhurongcarecentre.com)

W: [www.westhurongcarecentre.com](http://www.westhurongcarecentre.com)



*A Non-Profit Charitable hub of services including:*

Long-Term Care  
Seniors Independent Living  
Community Outreach  
& Training Programs

*"Together, we are devoted to making a difference."*

---

We have entered a partnership with the Registered Nursing Association of Ontario to work together on quality initiatives to improve the experience of our residents. All resident doors have "door knocker" stickers affixed to them to remind staff and visitors to knock before entering a resident's personal space. Bulletin Boards and person-centered language tips have been posted at the nurse/PSW stations to remind staff of our initiative. Staff have been provided education and opportunities to use person-centred language when speaking to residents and families and in their daily documentation. Practicing person-centred care continues along with all interactions including medication administration, wound care, and activities.

### **Priority Area # 3      Community Partnerships and Engagement**

West Huron Care Centre/Blue Water Rest Home has been an active partner within the Huron Perth Ontario Health Team since its inception. We also belong to several Communities of Practice in areas including Infection Prevention and Control which served us well during the Pandemic. The knowledge and ideas shared in these partnerships allow us to continue to achieve the highest quality of resident care by staying informed with the latest information relevant to our residents and families.

Blue Water Rest Home has had an active continuous quality improvement committee for several years. Our committee meets quarterly to review benchmarks available from relevant provincial data and compare it to our home wide data which is tracked and analyzed monthly. Our committee uses the data to determine areas where we are excelling or areas where improvement is needed.

We utilize our Resident Quality of Life Survey, which is completed by all residents or POAs annually to evaluate our care and services as well as to determine which areas of care are a priority for our residents and families. While our CQI committee has always been multidisciplinary we are expanding our membership to include all departments of the home as well as to include the participation of our medical director and a representative of our resident population. Our Quality Lead, Sherry Selves, RN, Nurse Clinician, attends resident council on a quarterly basis to report on our quality measures and the areas targeted for improvement and to obtain resident feedback.



Blue Water Rest Home  
37792 Zurich-Hensall Road  
Zurich ON N0M 2T0

T: 519-236-4373 F: 519-236-7685

E: [whcc.info@westhurongcarecentre.com](mailto:whcc.info@westhurongcarecentre.com)

W: [www.westhurongcarecentre.com](http://www.westhurongcarecentre.com)

