



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

April 4, 2023

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending. She explained that since there were no representatives from Morrison in attendance, she would not be providing any follow up to any dining issues.

Annette:

Annette was very excited to provide an update to the annual survey that had been conducted in December 2022. There were three citations associated with the survey; the first was that a call bell was observed to not to be with the resident on three occasions over the course of five days. This tag remained.

The second had two components for the same resident. The first was the resident had a device to use on their hand and the surveyor stated that she had observed a contracture and the device was not on the hand. The second component stated that in an interview with the resident, he said that staff were not exercising his hand. We disputed this citation because the resident did not have a contracture on his hand, his hand was flaccid. We lost this appeal and when the survey was re-posted on the federal website, the state had amended the citation and had removed the component regarding the contracture and left the part about lack of exercise. We did not take this any further, however when we interviewed the resident and asked him if staff comes in and asks him to flex his hand, he said yes, they did. We asked if anyone comes in and to exercise his hand and he said no.

The third citation was regarding whether a resident had the right to lean on the arm of wheelchair to assist in transferring from a soft chair to her wheelchair instead of holding onto a walker. We disputed this and lost the informal dispute, but we appealed again and went to a formal dispute process with an attorney. One week ago, we were notified that we won this dispute but the state had some time to appeal the decision. Today we were notified that the state did not wish to appeal and they removed the citation today.

Therefore, officially, we have two citations from our annual survey, both a “D”. We have every reason to believe that when the recalculation is done for the star rating, we will have 5 Stars.

In addition, we had our Life Safety survey conducted by the State Fire Marshall and for the fourth year, it was deficiency free.

The update to the survey also serves as a summary of the open PMI’s. The new PMI’s were very light.

New PMI’s:

- *Thank you to our excellent drivers, Rick, Don and Lon. We appreciate their ever present gentleness and promptness.*
- *We appreciate the larger print on Channel 970.*
- *Can we have some comic relief on Friday Night Movies?* Annette said the anonymous resident who submitted this PMI would need to take this up with the TMALRA Program Committee. The chair is Adele Trout.

Annette gave a brief update for Marketing and stated that the community is 95% occupied and 98% sold. Karen Kerstetter added that there is a pending sale that when finalized would bring the total sold to 100%.

The census for the healthcare side is 28 out of 30 for Assisted Living, 9 out of 10 for Safe Harbor, with 1 pending, and 34 in Skilled. There are multiple referrals for Skilled that could be admitted if we were staffed appropriately.

Lauri:

Lauri said she had a couple of things to share. The first was to remind everyone of several upcoming Easter celebrations on Friday, April 7th. There will be an Easter Bonnet parade in the afternoon. In addition, the winner of the Count the Jelly Beans contest will be announced and will win a gift card.

The second thing Lauri announced was that the Transportation Request form has been modified. Lauri combined the Medical Transport request with the Non-medical form, so only one form is required.

To remind all residents, personal medical transportation within a seven and half (7.5) mile radius (fifteen (15) mile roundtrip) is complimentary. Miles over fifteen (15) are subject to a .75 per mile charge.

The charge for non-medical transportation is a flat \$15.00 for up to a fifteen (15) mile roundtrip, a flat \$35.00 for up to thirty (30) mile roundtrip and trips over

thirty (30) miles roundtrip are .88 per mile for all miles. Trips to a veterinarian are considered non-medical.

Annette asked if there were any questions.

Jane Lord, C43, asked, given the most recent weather forecast, what would be the safest place to shelter in the event of an imminent tornado? Annette answered that to shelter in the most interior part of a cottage or apartment, probably a hallway. Residents on the second floor were welcome to come down to an interior hallway on the first floor if they wished. Annette advised residents to avoid the dining room and Bistro areas due to all the windows.

Carol McWethy, C11, said she was concerned sheltering in the bathroom of her cottage due to the glass. Annette, in consultation with Chuck Palmer, confirmed that the glass was tempered and was designed to crumble, not break apart in shards.

Don Smith, A107, asked said that he had heard at the Trustee Meeting that Springpoint was considering looking at foreign sources to recruit employees. Can you report on their success with the effort? Annette replied that at the Leadership Summit the previous week, Anthony Argondizza touched on the fact that Springpoint was looking at alternative models for staffing. She said that she knew a committee had been formed, but that was the extent of her knowledge.

Carol Bishop, C40, said that one side of the East pond looked lovely with all the tulips blooming but the opposite side was full of overgrown grassy weeds. Annette asked Chuck to speak with the landscaper about cutting the grasses down a bit.

Ruth Macintire, A137, said that there was a tree outside of her apartment that has been mulched, but the tree looks dead. Annette asked Chuck to take a look at the tree.

Kathy Holstrom, A135, asked if there was any update regarding Morrison. Annette said that Chad was on vacation, so she had no update currently, but she would send Chad an e-mail for a follow-up. She did say that a new ice cream freezer is being supplied for the Bistro and that they would carry pints of ice cream, including sugar-free.

Carol McWethy, C11, said she would like to see nutritional information on all of the items in the meals. Annette said the dietitian calculates this in Healthcare, but meals in that area are based on standard portion size and IL portions are not standard. She said she would speak with the dietitian to see what type of information she could pull together.

Peg Partlow, A105, asked if it would be acceptable for her to go to the vending machine in the Employee Breakroom to buy a chocolate bar. Annette replied it was absolutely all right.

Don Smith, A107, asked if the landscapers had cut the grass yet? Annette replied that they had. Don added that the grass next to his apartment was rather long. Annette asked Chuck to speak with the landscaper.

Carol McWethy, C11, commented that a stop sign at the corner of Friends and Cadbury was twisted from the wind. Annette asked Chuck to have someone look at this.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder
4-4-2023