

# Vancouver Coastal Health

5th Floor - 132 W Esplanade North Vancouver, BC  
Phone Number: (604) 983-6700

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## COMMUNITY CARE FACILITIES LICENSING REPORT

### Facility Information:

Capilano Care Centre

525 Clyde Avenue  
West Vancouver, BC V7T 1C4

Site Phone: 604-926-6856

Facility Number: 3382217  
Report Number: 47  
Inspection Date: September 11, 2006  
Contact Name:  
Community: West Vancouver - CCFL  
Legal Location: 525 Clyde Avenue  
West Vancouver, BC V7T 1C4

Facility Category: CCFL - Residential, Intermediate Care  
Inspection Type: Routine: N/A  
Action(s) Taken: Information Exchanged  
Delivery Method: Electronic Mail

Opening Comments and Observations:  
Sept 11, 2006 Planned inspection of 1st floor. : and from CCFL, t DOC CCC accompanied.

### Observations and Recommendations

#### CCFL - Residential: Admin - Policies & Procedures

1 New: 0 / Resolved: 0

The Degree of Intervention document with policy and procedures around its use are being reviewed. A new physician notification algorithm has been implemented.  
A policy/procedure on resident abuse is available to staff.  
A policy/procedure regarding missing or wandering residents is available to staff.  
There is a well organized, accessible policy and procedure manual on site.  
A policy/procedure regarding responses to sudden illness and emergencies is available to staff.  
A policy/procedure regarding use of restraints is available to staff.

#### CCFL - Residential: Admin - Licensing

2 New: 0 / Resolved: 0

Executive Director has requested that the Special Care Unit be increased by one bed as there is an empty bed not being used. This is still under discussion.

Funding body recently requested that the smaller 3 bed ward rooms on 1st and 2nd floor be decreased to 2 beds. There are 10 of these rooms. This process have begun and CCC has until the end of October to complete the bed closures.  
Number of residents and type of service provided is consistent with that specified on the license.  
The licensee shall not provide a service of a type other than that specified on the license.  
The current Community Care Facilities License is prominently displayed.

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#### CCFL - Residential: Admin - Incident Reports

3 New: 0 / Resolved: 0

Improvements noted and now meeting the requirement.  
CCFL staff are notified of Reportable Incidents in a timely manner.  
An Incident Report is submitted to CCFL in the event of reportable incidents.

#### CCFL - Residential: Care - Admission/Screening/Orientation

4 New: 0 / Resolved: 0

Most rooms are equipped for one size fits all. It has been discussed on previous inspection that the facility must be prepared to modify any part of the bedroom, bathroom and dining room to suit the resident's needs if they are confined to a wheelchair or use a mobility device. ACR 5.12 (2) There is no evidence that this requirement is not being met.  
Tuberculosis screening is done for residents prior to admission.  
A resident is confined to a wheelchair and the bedroom, bathroom and dining room facilities have been designed or

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Observations and Recommendations

modified to accommodate.  
There is an admission screening procedure in place.

**CCFL - Residential: Care - Care/Supervision**

- 5 New: 0 / Resolved: 0  
At the time of inspection it appears that there is enough staff to adequately care for the residents.  
At the time of inspection, appropriate and adequate care and supervision is provided to meet the needs of residents.

**CCFL - Residential: Care - Oral Health**

- 6 New: 0 / Resolved: 0  
Residents are encouraged to obtain a dental examination at least yearly.  
Residents are assisted in maintaining daily oral health.  
Residents are assisted in following recommendations from dental health professionals.  
Residents are assisted in obtaining dental services as required.

**CCFL - Residential: Care - Laundry**

- 7 New: 0 / Resolved: 0  
There have been recent improvements in infection control measures for laundry. Flush with hand held spray units have been added to the bathing rooms for staff to wash off body fluids before items go to laundry.  
Adequate laundry services are provided.  
Laundry facilities are secured.  
Adequate infection control guidelines are in place.

**CCFL - Residential: Records/Plans - Care Plans**

- 8 New: 0 / Resolved: 0  
Four charts randomly audited. Care plans found to be satisfactory.  
The nutritional care plan will be reviewed by B Holmes CCFL.  
Families are invited to yearly care conference and can be involve in the care planning if they wish.  
Care plans are reviewed regularly and modified according to resident needs.  
If restraints are used for a resident, the care plan includes a detailed plan on use of restraints.  
Care Plans are readily available to care staff.  
Care plans are completed within six weeks of admission.  
Care plans take into consideration the abilities, the physical, social and emotional needs and the cultural and spiritual preferences of the residents.  
Residents and/or family are encouraged to participate in the care planning process.  
A care plan has been developed and implemented for all residents who have resided in the facility for two or more weeks.

**CCFL - Residential: Medications - Administration**

- 9 New: 0 / Resolved: 0  
At time of inspection, medication is administered in an appropriate fashion.  
Staff have not made handwritten changes to medication labels or packages.  
Appropriate arrangements are made for medication administration when away from the facility.  
Medication is kept in original labeled container until administered. There is no evidence of pre-pouring of medications.  
As appropriate, medication is supplied in blister-packaging.  
Medication has been provided and labeled by the appointed pharmacy.  
Only staff members administer medications to a resident.

**CCFL - Residential: Medications - Records**

- 10 New: 0 / Resolved: 0  
PRN medications charted when and why it was given but efficacy of medication is inconsistently documented.  
Medications are recorded on the Medication Administration Record as prescribed.  
Changes in prescriptions are appropriately made on Medication Administration Record.  
Medication Administration Records are provided by the facility's pharmacist.  
Medication Administration Records are maintained and retained for at least one year.

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**CCFL - Residential: Medications - Policies & Procedures**

11 New: 0 / Resolved: 0

A policy on storage of medications is available to staff.

A policy on medication administration is available to staff.

A policy on response and reporting of adverse reactions is available to staff.

A policy on response and reporting of medication errors is available to staff.

A policy on medication ordering is available to staff.

A policy on medication administration recording is available to staff.

**CCFL - Residential: Physical - Structural/Maintenance**

12 New: 0 / Resolved: 0

Previous issue with outside broken and uneven pavement not reviewed. EHO Sam Sew will inspect at a later date.

Other structural items will be inspected at that time as well.

**CCFL - Residential: Physical - Housekeeping/Sanitation**

13 New: 0 / Resolved: 0

The facility was generally clean and hygienic.

A main tub bathing room on 1st floor was left open when it should be locked. The tub was being used as a storage area for clothing. The room had some empty and full containers strewn about. This room was not sanitary. The DOC and Exec

director assure CCFL this will be rectified. Will review next inspection.

Hazardous materials are not stored in a safe and adequate manner.

The facility is maintained in a clean and sanitary condition.

**CCFL - Residential: Physical - Equipment/Furnishings/Room Arrangement**

14 New: 1 / Resolved: 0 Target Completion Date: November 30, 2006

ACR 5.2(2) as well as CC AL 7 (1) (b) standards to be maintained.

Resident table lamps not always positioned safely and sometimes electrical cords are swinging across walking, reaching areas creating a hazard. Sometimes the family is responsible.

Wall pictures with glass in frame are not secured to the wall on this and other floors. This has been brought to the attention of CCC for the last year.

The Exec Director and DOC report they are trying to resolve issue.

All bedrooms have window coverings that are in good repair.

Bedroom furnishings are kept in a sanitary condition and in good repair.

Common area furnishings are kept in a sanitary condition and in good repair.

Residents are permitted their own furniture, ornaments or other personal possessions.

**ACR 5.2 (2) furnishings must be in good repair and operate safety.**

**Assure wall pictures in resident rooms and common rooms are anchored for the safety of your residents.**

**Assure room safety checks include positionj of lamps and electrical cords as well as the positioning of heavy furnishings such as a TV. These items must be secured or positioned in such a way as to prevent a falling object injury to residents.**

**CCFL - Residential: Physical - Pest Control**

15 New: 0 / Resolved: 0

**CCFL - Residential: Health/Safety - Hazardous Practices**

16 New: 0 / Resolved: 0

**CCFL - Residential: Health/Safety - Home Alone**

17 New: 0 / Resolved: 0

**CCFL - Residential: In Compliance - Residential Care**

18 New: 1 / Resolved: 0

Large pictures with glass in frames are not yst secured although there is discussion as how to be do this.

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CCFL - Residential: In Compliance - Residential Care

- Grab bars in place and maintained.
- Lighting adequate.
- Resident monitoring system in place.
- Door locks satisfactory.
- Maintenance (walls, floors and ceiling) satisfactory.
- Pest control and/or monitoring in place.
- Ventilation satisfactory.
- Liquid hand soap and single use towels available at sinks.
- Fences/gates/barriers satisfactory.
- Laundry area appears satisfactory.
- Outdoor stairs/handrails/ramps satisfactory.
- Fire exits clear.
- Water temperature does not exceed 49 deg. Celsius.
- Telephone available and emergency numbers posted.
- Fire extinguisher(s) accessible and charged.
- Food storage practices satisfactory.
- Designated smoking area(s) appears satisfactory.
- Emergency equipment is checked regularly and a record is kept.
- Hazardous items are stored safely.
- Hand rails satisfactory.
- Window coverings satisfactory.
- Furnishings and fixtures in sanitary condition and good repair.
- Emergency procedures/drills practiced regularly.
- Cleaning and sanitizing procedures appear to be satisfactory.
- Refrigeration temperature does not exceed 4 deg. Celsius.
- General level of housekeeping good.
- Safety gates in place.

Amendments/Addendums

2006-Sep-25

Pat Walman

Refer to the physical, structural equipment and furnishings for comments about anchoring pictures. The CCALA section 7 (1) and ACR 5.2(2) apply. Requirement. The accepted standard regionally is based on decreasing the risk of injury to residents in the event of an earthquake or other similar event. Any non structural item eg. tall cabinets, TV large items on a shelf or picture over a bed or seating area which could fall on and injure a resident or staff member is required to be anchored in such a way as to prevent the item from falling. It is recommended in areas such as a hallway these items be anchored.

**Closing Comments:**

All nutritional requirements will be inspected and monitored by B Holmes the Nutritionist LO.

Structural inspection items will be reviewed by Sam Sew EHO.

Please reply by e-mail that you have received this document. Add any items or comments regarding the inspection in the e-mail response and they can be added to the ammendment.

Owner or Agent Acknowledgement

Inspector

I have read and understood this report.

Pat Walman, Senior Residential Licensing Officer