

# Vancouver Coastal Health

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## COMMUNITY CARE FACILITIES LICENSING REPORT

<b>Facility Information:</b> Columbus Residence  704 69 W Vancouver, BC V6P 2W3  Site Phone: (604) 321-4405 Site Fax: (604) 321-4543	<b>Facility Number:</b> 3005414 <b>Report Number:</b> 38 <b>Inspection Date:</b> June 7, 2006  <b>Community:</b> 46
<b>Facility Category:</b> CCFL - Residential, Intermediate Care <b>Inspection Type:</b> Routine: N/A <b>Action(s) Taken:</b> Information Exchanged <b>Delivery Method:</b> Fax	
<b>Opening Comments and Observations:</b> Met with Dale Clements, DOC, to review the facility.	

### Observations and Recommendations

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

1 New: 0 / Resolved: 0

Policy/Procedure Manual continues as a work in progress. Once all policies/procedures are reviewed/revised/ or written, they will be reviewed annually.

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 use of restraints is available to staff.

There is a process in place for reviewing and updating the facility's policies and procedures.

#### CCFL - Residential: Admin - Licensing

2 New: 0 / Resolved: 0

Number of residents and type of service provided is consistent with that specified on the license.

The current Community Care Facilities License is prominently displayed.

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

3 New: 0 / Resolved: 0

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: Staffing - Staffing Patterns

4 New: 0 / Resolved: 0

An evening Housekeeper position from 4:30 PM - 8:30PM has been added.

There will be VCC, Care Aide students starting soon.

#### CCFL - Residential: Staffing - Qualifications/Training/Orientation

5 New: 0 / Resolved: 0

A Workplace Wellness Team meets monthly as a result of staffs'/managements' recognition that staff need healthy bodies and minds.

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

6 New: 0 / Resolved: 0

There is an admission screening procedure in place.

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

7 New: 0 / Resolved: 0

At the time of inspection, appropriate and adequate care and supervision is provided to meet the needs of residents.

**CCFL - Residential: Care - Supervision by Health Care Professional**

8 New: 0 / Resolved: 0

A qualified employee is responsible for supervision of care staff, coordination and monitoring of care activities and managing emergencies and unusual situations.

**CCFL - Residential: Care - Policies**

9 New: 0 / Resolved: 0

The CQI reviews all forms on a quarterly basis.  
Residents are assisted in obtaining health services as required.  
Residents' privacy is respected and confidentiality of personal information practiced.  
Non-emergency transfers to hospital are done only on the direction of resident's physician.

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

10 New: 0 / Resolved: 0

Electric toothbrushes did not work for the residents.  
A former resident's daughter has provided special toothbrushes for all residents. They are uniquely designed with shorter bristles along the center of the brush and the side bristles curve into the center. Each sweep of the brush would capture all surfaces of the tooth.  
A dental hygienist comes monthly and refers residents to the dentist. The dentist will come into the facility if the resident cannot get out. A denturist is also available to visit the facility. The hygienist also provides educational sessions to the staff twice a year.  
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 - Restraints**

11 New: 0 / Resolved: 0

1 resident uses a lap belt in the W/C.  
Restraint use is documented in the care plan.  
Adequate training is provided to staff regarding the use and monitoring of restraints.  
A restraint is currently in use and is as minimal as possible.  
Need for restraint is reassessed within 24 hours after the first use, and then reassessed appropriately at adequate intervals.

**CCFL - Residential: Care - Telephone**

12 New: 0 / Resolved: 0

There is a conveniently located accessible telephone for residents - with private line.

**CCFL - Residential: Care - Laundry**

13 New: 0 / Resolved: 0

Adequate laundry services are provided.  
Laundry area has a non-slip floor.

**CCFL - Residential: Care - Visitors**

14 New: 0 / Resolved: 0

Residents can communicate with visitors in private.  
Residents can choose when they will receive visitors.

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

15 New: 0 / Resolved: 0

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

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.  
If a resident self-medicates, a plan for self-medication is included in the care plan.  
Care plans include a plan for health care, oral health, nutrition, and recreation and leisure activities.

**CCFL - Residential: Medications - Storage/Labeling**

16 New: 0 / Resolved: 0  
Discontinued medication is returned to pharmacy.  
Oral medications are stored separately from topical medication.  
Medication storage area is well lit and is located where staff have convenient access.  
Expired medication is returned to pharmacy.  
Medication cabinet is clean and well organized.  
Approved self-administered medications are kept in a safe and secure manner.  
Medications are stored in a safe and secure manner.

**CCFL - Residential: Medications - Administration**

17 New: 0 / Resolved: 0  
Tylenol and Calcium are no longer bubble packed. The Medication Safety and Advisory Committee has implemented a system whereby the 2 different dosages of T and Calcium are provided in bulk jars with long handled spoons for dispensing. There has been no more wastage with dropped meds than there was with bubble packing.  
At time of inspection, medication is administered in an appropriate fashion.  
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 - Physician Orders**

18 New: 0 / Resolved: 0  
Medication has been prescribed by a physician.

**CCFL - Residential: Medications - Records**

19 New: 0 / Resolved: 0  
Once the Tylenol and Calcium are administered, it is recorded on the special form provided by the pharmacy and on the MAR.  
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.

**CCFL - Residential: Medications - Self-Administration**

20 New: 0 / Resolved: 0  
A new policy has just been revised. Resident and Dr. sign a self admin agreement.  
At this time only vitamins are self administered and only a 10 day supply is provided at a time.  
A self-medication plan is recorded in resident's care plan, as needed.

**CCFL - Residential: Medications - Medication Safety & Advisory Committee**

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**CCFL - Residential: Medications - Medication Safety & Advisory Committee**

21 New: 0 / Resolved: 0

The Medication Safety and Advisory Committee has established and reviews required medication policies and procedures. A Medication Safety and Advisory Committee meets regularly. Minutes of the Medication Safety and Advisory Committee meetings are kept. The Medication Safety and Advisory Committee has established and reviews training and orientation programs for staff.

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

22 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: Nutrition - Supervisor/Dietician**

23 New: 0 / Resolved: 0

There is a Food Services Supervisor and a dietician.

**CCFL - Residential: Soc/Rec - Resident/Family Council**

24 New: 0 / Resolved: 0

There is an active resident council and the family council is starting tonight. There is a resident or resident/family council.

**CCFL - Residential: Physical - Alterations**

25 New: 0 / Resolved: 0

Repairing the "leaky condo" condition of the facility is to start shortly. All windows will be replaced. There will be 3 new bath tubs and then the bathing rooms will be redecorated. They have 3 new shower chairs. All the carpeting is to be replaced with vinyl flooring. There are water coolers on each floor with cold, room temp and boiling water. The boiling water has a temp control on it and no boiling water in the SCU.

**CCFL - Residential: Health/Safety - First Aid**

26 New: 0 / Resolved: 0

An appropriate first aid kit is readily available to staff.

**CCFL - Residential: Health/Safety - Smoking**

27 New: 0 / Resolved: 0

Only 2 residents smoke and smoking is outside under a covered area.

**CCFL - Residential: Health/Safety - Emergency Procedures/Fire Safety**

28 New: 0 / Resolved: 0

The Facility has put together an excellent point form Fire Alarm Guideline that outlines steps to follow. The guidelines are laminated and kept hanging in the nursing station. There is a checklist for the person in charge to refer to once the emergency is over and all systems must be returned to normal. Fire drills are practiced monthly and a record is kept at facility. There is a written emergency plan that is accessible to all staff. Emergency numbers are posted adjacent to a telephone accessible to all staff.

**Closing Comments:**

The DOC is proactive and innovative in responding to situations. For example, she has developed Guidelines for Communicating with Physicians; Fractured Hip Assessment Guidelines, which is especially helpful for new inexperienced staff and Pain Assessment for the Resident of Limited Ability to Communicate;

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**Owner or Agent Acknowledgement**

I have read and understood this report.

**Inspector**

3006 Ausma Smith, Licensing Officer - Residential Care