

26

# Vancouver Coastal Health

800 - 601 W. Broadway Vancouver, BC V5Z 4C2

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## COMMUNITY CARE FACILITIES LICENSING REPORT

<b>Facility Information:</b> Crofton Manor  2803 41 W Vancouver, BC V6N 4B4  Site Phone: (604) 263-0921 Site Fax: (604) 263-7719	<b>Facility Number:</b> 30035408 <b>Report Number:</b> 13 <b>Inspection Date:</b> September 30, 2005 <b>Contact Name:</b> <b>Community:</b> 45
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Facility Category: CCFL - Residential, Intermediate Care  
 Inspection Type: Routine: N/A  
 Action(s) Taken: Information Exchanged  
 Delivery Method: Hand Delivery

Opening Comments and Observations:  
 Visit to the facility met with the DOC - Joyce Rose for a review.

### Observations and Recommendations

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

- 1 New: 0 / Resolved: 0  
 The DOC is currently in the process of updating the policies at the facilities. The policies currently under review include abuse, incident reporting and restraint use.

She is also in the process of implementing a falls prevention program. The facility tracks major and minor falls. Minor falls are those in which the resident does not go to hospital. The program involves an assessment and the use of a decision algorithm to determine if the individual is a high risk. High risk residents then have an individualized care plan developed. 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 process in place for reviewing and updating the facility's policies and procedures.

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

- 2 New: 0 / Resolved: 0  
 Discussed incident reporting and the requirement to report promptly.

#### CCFL - Residential: Staffing - Manager

- 3 New: 0 / Resolved: 0  
 The facility has a new Executive Director. Information package given with requirements to amend the license.

#### CCFL - Residential: Staffing - Staffing Patterns

- 4 New: 0 / Resolved: 0

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**Crofton Manor**

**Facility Contact:**

**Community:** Vancouver

**Report Date:** September 30, 2005

**Observations and Recommendations**

**CCFL - Residential: Staffing - Staffing Patterns**

Staffing patterns include:

**Days**

Two RNs 7 - 3

Five Care Aides 7 -3

One Care Aide 7 -12

**Evenings**

One RN 3 -11

One RN 4 -9

Four Care Aides 3 - 11

One Care Aide 5 - 9

One Care Aide 4 -9

**Nights**

One RN 11 - 7

Two Care Aides 11 - 7

Staffing patterns have remained consistent since the last inspection.

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

5 New: 0 / Resolved: 0

The residents are encouraged to have TB testing done prior to admission.

There is an admission screening procedure in place.

**CCFL will send to the facility the provincial TB policy so that a policy can be developed.**

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

6 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**

7 New: 0 / Resolved: 0

Residents are assisted in obtaining health services as required.

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

8 New: 0 / Resolved: 0

A dentist and hygienist visit the facility.

Residents are encouraged to obtain a dental examination at least yearly.

Residents are assisted in maintaining daily oral health.

Residents are assisted in obtaining dental services as required.

**CCFL - Residential: Care - Restraints**

9 New: 0 / Resolved: 0

The DOC stated that she was working on the restraint policy.

**The DOC will send a copy of the completed policy to CCFL.**

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

10 New: 0 / Resolved: 0

There is a separate, confidential record for each resident.

Residents' records contain their name, date of birth, sex, date of arrival.

Residents' records contain the phone number of sponsor, contact person or next of kin, and emergency contact, name and phone number of physician.

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

11 New: 0 / Resolved: 0

Crofton Manor

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28

Observations and Recommendations

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

Care plans are reviewed regularly and modified according to resident needs.  
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.  
A care plan has been developed and implemented for all residents who have resided in the facility for two or more weeks.  
Care plans include a plan for health care, oral health, nutrition, and recreation and leisure activities.

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

12 New: 0 / Resolved: 0

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

13 New: 0 / Resolved: 0

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

14 New: 0 / Resolved: 0

Medication storage area is well lit and is located where staff have convenient access.  
Medication cabinet is clean and well organized.  
Medications are stored in a safe and secure manner.

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

15 New: 0 / Resolved: 0

The self administration of medications policy indicated that the person's in care's family was responsible for obtaining the medication from a pharmacy of their choice.  
**The DOC will updated the self-administration policy to reflect the need for all medications to go through their supervising pharmacy.**

**CCFL - Residential: Medications - Supervising Pharmacist**

16 New: 0 / Resolved: 0

The supervising pharmacy is Safeway.  
A supervising pharmacist has been appointed.

**CCFL - Residential: Soc/Rec - Staffing**

17 New: 0 / Resolved: 0

A qualified employee has been designated to organize and supervise social activities and recreational programs.

**CCFL - Residential: Soc/Rec - Social Activity/Recreation Plan**

18 New: 0 / Resolved: 0

The recreation therapist attends the care conferences.  
Residents' care plans include a plan for recreation and leisure activities.

Owner or Agent Acknowledgement

I have read and understood this report.

Inspector

3087 Angela Long, Licensing Officer - Residential