

Vancouver Coastal Health

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COMMUNITY CARE FACILITIES LICENSING REPORT

Facility Information: Crofton Manor 2803 41 W Vancouver, BC V6N 4B4 Site Phone: (604) 263-0921 Site Fax: (604) 263-7719	Facility Number: 30035408 Report Number: 22 Inspection Date: July 12, 2006 Community: 45
Facility Category: CCFL - Residential, Intermediate Care Inspection Type: Routine: N/A Action(s) Taken: Information Exchanged Delivery Method: NA	
Opening Comments and Observations: Announced visit to do the review. This is facility's first inspection by Regional Licensing Nutritionist re: Section 7 of the Adult Care Regulations, for the assisted living beds licensed under the Community Care and Assisted Living Act. Resident population: 85 - 90 residents, mostly female, 70 - 100 years of age, with diagnoses including but not limited to: dementia, CHF, osteoporosis, osteoarthritis, dysphagia, diabetes mellitus, parkinson disease etc.	

Observations and Recommendations

CCFL - Residential: Care - Policies

- 1 New: 0 / Resolved: 0
- Facility has a corporate policy and procedure manual. Facility also has some policies that are facility specific. It is my understanding that the dysphagia management policy will be revised to reflect current practice.
 - The Registered Dietitian and Director of Food Services will ensure:
 - all relevant policies and procedures for food and nutrition services are included in the manual
 - all the policies comply with best practices
 - staff are informed and complied with the policies
 - policy and procedure manual is accessible to the staff

CCFL - Residential: Records/Plans - Resident Records

- 2 New: 0 / Resolved: 0
- Weights of residents are taken on admission, monthly and as needed. The RD has standardized the process for recording of the residents' weight and the accuracy of the weight record has improved. The RD did a weight record audit on July 11, 2006, it met the acceptable audit score of 100%.
 - Height of residents are taken on admission and will be done annually.
 - The RD monitors the weights of the residents. Appropriate intervention is initiated when a resident experiences significant weight change.

CCFL - Residential: Records/Plans - Nutrition Care Plan

- 3 New: 0 / Resolved: 0
- Nutrition care plans are done by Registered Dietitians. It is my understanding that the current RD is in the process of creating a list to ensure all the nutrition assessments, care plans and follow-ups are done in a timely manner.
 - The Registered Dietitian did a nutrition care plan audit on July 11, 2006. The audit met the acceptable audit score of 100%.

CCFL - Residential: Nutrition - Storage/Preparation/Service

- 4 New: 1 / Resolved: 0 Target Completion Date: July 27, 2006

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Crofton Manor

Facility Contact:

Community: Vancouver

Report Date: July 26, 2006

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Observations and Recommendations

CCFL - Residential: Nutrition - Storage/Preparation/Service

- There is adequate food supply to meet the needs of the residents.
- Facility belongs to the CPS group purchasing; some of the suppliers are Neptune Food Service Inc., Canada Bread, Allied Food Services Ltd.
- The Diet Order Implementation Audit was conducted with the Registered Dietitian at lunch. Eight of the residents received the correct food items/diets. Three residents received one wrong food item/did not receive a food item at this meal.
- The RD did the nourishment order implementation and consumption audit on July 11, 2006. The implementation audit score was 100%. The consumption audit score was 80%; corrective actions were recorded.
- **Implement the Diet Order Implementation Audit to ensure all the residents receive the correct food items at the right meal, right time, at the right location etc.**

CCFL - Residential: Nutrition - Food Handlers (Training/Education)

5 New: 0 / Resolved: 0

- In-service education is provided annually and at staff meetings.
- The following in-services were provided to the staff: dining excellence; WHMIS; lotus way (customer service), handwashing.
- It is my understanding that an in-service on dysphagia management will be done for the staff soon. Also, the in-service on handwashing will be repeated this year.

CCFL - Residential: Nutrition - Supervisor/Dietician

6 New: 0 / Resolved: 0

- Current Registered Dietitian (RD) began her employment at the facility in February, 2006. She works 18 hours per week.
- Director of Food Services was the Evening Manager at facility in May, 2004 and she assumed her current full time position in September, 2005.
- The Evening Manager (.69 FTE) assists the Director of Food Services with some food service duties, such as food ordering, invoice processing, menu planning etc.

CCFL - Residential: Nutrition - Cycle Menu

7 New: 0 / Resolved: 0

- Facility has a four week cycle menu - one for the Spring & Summer and one for the Fall and Winter. The corporate cycle menu has been modified to meet the needs and food preferences of the residents in this facility.
- Residents have a choice of two entrees at each lunch and evening meal. Residents on pureed diets have the same menu choices at the same meal as the residents on regular texture diet.
- The Registered Dietitian did a menu audit of the Spring and Summer cycle menu and it meets the requirements of Canada's Food Guide to Healthy Eating.
- For PM nourishment, the following items are available: milkshake, milk, juice, biscuit tray (per rotation), baked goods, banana. For HS nourishment, sandwiches and similar beverages are available.
- Resident satisfaction surveys are done every quarter; questions on the survey include, but not limited to, food services. For the last quarter survey done in 2005, majority of the residents were satisfied with the meals/food at the facility.

CCFL - Residential: Nutrition - Nutritive Value

8 New: 0 / Resolved: 0

- Fluid milk, 100% fruit juices and thickened fluids of honey consistency are purchased for the residents' consumption.
- It is estimated that residents get at least 1,500 ml of fluid per day.
- The Registered Dietitian and the Director of Food Services will try and increase the calcium content of the cycle menu, such as adding skim milk powder to cream soups, casseroles etc.
- It is my understanding that grapefruits/grapefruit juice are served only to the residents whose medications are not contraindicated for consumption of these food/beverage items.

CCFL - Residential: Nutrition - Food Service Records

9 New: 1 / Resolved: 0 Target Completion Date: July 17, 2006

- It is my understanding that food inventory is done monthly and all food service records are kept for at least one year.
- Diet lists were updated recently to ensure all the information is current.
- Facility has an informal record for menu substitution.
- **Implement formal menu substitution record and document reason(s) for the menu substitution**

CCFL - Residential: Nutrition - Meal Times

Crofton Manor

Facility Contact: Kathy Russell

Community: Vancouver

Report Date: July 26, 2006

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Observations and Recommendations

CCFL - Residential: Nutrition - Meal Times

10 New: 0 / Resolved: 0

- Breakfast is served between 8:00 AM - 9:00 AM; lunch at noon and the evening meal between 5:00 PM - 6:00 PM.
- PM snack is available at 2:00 PM and HS snack is served at 7:00 PM.

CCFL - Residential: Nutrition - Eating Aids/Assistance

11 New: 0 / Resolved: 0

- It is my understanding that eating aid, such as plate guard, is provided to residents who need them
- During my meal observation, residents received appropriate assistance.

CCFL - Residential: Nutrition - Client Participation

12 New: 0 / Resolved: 0

- Resident Council meets once a month and the Director of Food Services attends the meetings; issues about food/menu are discussed and there are opportunities for residents' input into planning of the cycle menu and meal for special occasions etc.
- Residents are also encouraged to call or visit the Director of Food Services at any time to discuss food/menu items.
- The Registered Dietitian and Evening Manager do meal rounds in the dining room to get daily input.
- Residents are only involved in food preparation as part of the recreation and activity programs. Recreation staff supervise and assist residents.

CCFL - Residential: Nutrition - Audit Program

13 New: 0 / Resolved: 0

- Facility has a nutrition and food service audit program similar to the one in Audits and More. In addition, other audits required by the corporation are done.
- Corrective actions were documented for audits that did not meet the acceptable audit score.
- It is my understanding that the Executive Director receives all the completed audits so she can monitor the outcomes of food and nutrition services.

Owner or Agent Acknowledgement I have read and understood this report.	Inspector Callie Wong, Licensing Nutritionist
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