

Vancouver Coastal Health

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COMMUNITY CARE FACILITIES LICENSING REPORT

Facility Information: Dogwood Lodge	Facility Number: 3005494 Report Number: 26
500 57 W Vancouver, BC V6P 6E8	Inspection Date: May 11, 2005 Contact Name: Community: 47
Site Phone: (604) 324-6882 Site Fax: (604) 324-7226	
Facility Category: CCFL - Residential, Intermediate Care Inspection Type: Routine: N/A Action(s) Taken: Information Exchanged Delivery Method: Hand Delivery	
Opening Comments and Observations: Scheduled routine CCFL review with Manager Susan Fong.	

Observations and Recommendations

CCFL - Residential: Admin - Policies & Procedures

- 1 New: 1 / Resolved: 0 Target Completion Date: June 13, 2005
There are accessible policy and procedure manuals on site. (600)
Clinical guidelines are accessible to staff on intranet on site.
Some policies and procedures are work in progress.
Meeting has been set up in June to update policies.
There is no policy/procedure on managing resident finances available to staff.
Resident finances may be managed by Public Trustee or St. James Services.
Comforts accounts may be set up at facility by residents and family.
Deposit box for comforts accounts is used for after hours by residents and family.
A policy/procedure on resident abuse is available to staff.
A policy/procedure regarding missing or wandering residents is available to staff.
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.
A policy/procedure on managing resident finances is required and to be available to staff.

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: 1 / Resolved: 0 Target Completion Date: May 11, 2005
CCFL staff are not always notified of Reportable Incidents in a timely manner.
An Incident Report is submitted to CCFL in the event of reportable incidents.
Reportable incidents are required to be reported to CCFL without delay.

CCFL - Residential: Staffing - Manager

- 4 New: 0 / Resolved: 0
When the manager is away for more than 21 days, CCFL is advised of the replacement.
The current manager has completed the process of approval by CCFL.
There is a manager responsible for the day to day operation of the facility.

CCFL - Residential: Staffing - Staffing Patterns

- 5 New: 0 / Resolved: 0

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Observations and Recommendations

CCFL - Residential: Staffing - Staffing Patterns

There are sufficient employees on duty at all times to meet the needs of the residents.

~~A copy of the current staffing patterns has been provided to CCFL.~~

Staffing patterns are appropriate to provide for the safety and well-being of the residents.

CCFL - Residential: Care - Financial Records/Management

6 New: 0 / Resolved: 0

One staff member is in charge of residents' comforts accounts and has key to after hours deposit box on site.

Valuables and funds held for residents are kept in a secure manner.

Valuables and funds are accessible only by assigned staff members.

CCFL - Residential: Medications - Storage/Labeling

7 New: 1 / Resolved: 0 Target Completion Date: May 11, 2005

Medication room on AB Ward is inspected.

Eye ointments and inhalation puffers are found being stored on the same shelf with liquid oral medications.

Medication cart is used during medication dispensing.

Narcotics are stored separately and securely from other medications.

Medications are delivered daily on week days.

~~Discontinued medication is returned to pharmacy.~~

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.

Oral medications are not stored separately from topical medication.

Medications are stored in a safe and secure manner.

Oral medications are to be stored separately from topical and other medications.

CCFL - Residential: Medications - Administration

8 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.

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

9 New: 0 / Resolved: 0

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 - Supervising Pharmacist

10 New: 0 / Resolved: 0

A supervising pharmacist, Azmima Jiwa or designate from LTC Pharmacy, attends resident conferences weekly.

The supervising pharmacist serves on Medication Safety and Advisory Committee and provides consultation to staff.

A supervising pharmacist has been appointed.

The supervising Pharmacist visits and audits every three months (facility) or every year (home).

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.

Dogwood Lodge

Facility Contact:

Community: Vancouver

Report Date: May 25, 2005

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Observations and Recommendations

A policy on medication ordering is available to staff.

A policy on medication administration recording is available to staff.

Owner or Agent Acknowledgement

I have read and understood this report.

Inspector

3064 Fred Shum, Licensing Officer, Residential