

Vancouver Coastal Health

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

Phone Number: (604) 675-3800 Fax Number: (604) 736-8651

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COMMUNITY CARE FACILITIES LICENSING REPORT

Facility Information: Haro Park Centre 1233 Haro Vancouver, BC V6E 3Y5 Site Phone: (604) 687-5584 Site Fax: (604) 687-0645	Facility Number: 3081005 Report Number: 52 Inspection Date: November 23, 2006 Community: 75
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 inspection. Resident population: 154 beds (34 SCU beds) in the care section and 14 beds (its capacity is 36 and admissions are by attrition) in the assisted living section. Average age of the residents are 80+ years, about 77% female and 23 % male. Diagnoses included but not limited to: CVA, Diabetes Mellitus, dysphagia, Parkinson Disease, MS, dementia, schizophrenia, osteoporosis etc. Current Registered Dietitian (RD) assumed her role as The Director of Food Services & Dietitian in February, 2006.	

Observations and Recommendations

CCFL - Residential: Care - Policies

- 1 New: 1 / Resolved: 0 Target Completion Date: March 30, 2007
- Facility has a policy and procedure manual and some care policies on topics related to nutrition care. It is my understanding that the Registered Dietitian (RD) is in the process of creating/revising policies such as dysphagia management, diet requisition etc. to ensure all relevant food and nutrition policy and procedures are included in the manual and they reflect current practice.

CCFL - Residential: Records/Plans - Resident Records

- 2 New: 1 / Resolved: 0 Target Completion Date: December 29, 2006
- The RD and I did a weight record audit. Fifteen of the eighteen residents have complete monthly weight record. Three of the eighteen residents had at least one month of weight record missing.
 - It is my understanding that the RD had been monitoring the weight record of all the residents and appropriate intervention is initiated when a resident experiences significant weight fluctuation.
 - **Ensure all the weight of the residents are complete, accurate and recorded in a timely manner.**

CCFL - Residential: Records/Plans - Nutrition Care Plan

- 3 New: 1 / Resolved: 0 Target Completion Date: December 29, 2006
- The RD does the nutrition assessments and care plans.
 - The RD has conducted the nutrition care plan audit - the initial assessments met the standard, however, some follow-up assessments did not meet the standard.
 - It is my understanding that the RD will be re-assessing some of the residents so a realistic risk level is assigned to each resident.
 - **Ensure all the nutrition assessments and care plans are completed in a timely manner.**

CCFL - Residential: Nutrition - Storage/Preparation/Service

- 4 New: 1 / Resolved: 0 Target Completion Date: December 1, 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
- It is my understanding that facility is in the process of creating and implementing an emergency plan which will include emergency food supply.
- Facility belongs to the Complete Purchase Group and some of the approved suppliers are: Neptune Food, Vitality, Island Farm etc.
- I did the diet order implementation audit at the lunch meal. Eleven of the thirteen residents received the correct diet/meal. Two of the thirteen residents did not receive the high protein beverage as ordered.
- Facility does not have a diet manual.
- It is my understanding that the RD & FSS will be working on the presentation of the pureed meal.
- **Ensure there is a diet manual with appropriate and current food and nutrition information, e.g. therapeutic and texture modified diets, for the staff to follow (March 30, 2007)**
- **Ensure the right resident gets the right diet/meal at the right time and right location (December 1, 2006)**

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

- 5 New: 1 / Resolved: 0 Target Completion Date: February 28, 2007
- There is no in-service for food and nutrition conducted in the past year but it is my understanding that the RD is planning to conduct an in-service on dysphagia management when this policy and procedure is finalized and she will also do an in-service on the standardized diets when they are finalized.
 - It is my understanding that all the food service staff have taken Food Safe 1.

CCFL - Residential: Nutrition - Supervisor/Dietician

- 6 New: 1 / Resolved: 0 Target Completion Date: May 31, 2007
- The Director of Food Services & Dietitian is a Registered Dietitian with the College of Dietitians of British Columbia. She works full time.
 - The Food Service Supervisor (FSS) is full time and she reports to the Director of Food Services. It is my understanding that the FSS is in the process of trying to renew her membership with the Canadian Society of Nutrition Management and she is planning to take the next CSNM examination scheduled in 2007.

CCFL - Residential: Nutrition - Cycle Menu

- 7 New: 1 / Resolved: 0 Target Completion Date: March 30, 2007
- Facility has a 5 week cycle menu. The RD and Food Service Supervisor (FSS) are in the process of revising the cycle menu (pureed diet included) to ensure every day of the cycle menu provides adequate servings of each of the four food groups as recommended by Canada's Food Guide to Healthy Eating.

CCFL - Residential: Nutrition - Nutritive Value

- 8 New: 0 / Resolved: 0
- Fluid milk, 100% fruit juices and nutrition supplements such as Breakfast Anytime, Resource etc. are purchased for the residents' consumption.

CCFL - Residential: Nutrition - Food Service Records

- 9 New: 1 / Resolved: 0 Target Completion Date: November 30, 2006
- The current practice for the food service staff is to record the menu substitutions on a copy of the cycle menu, so the record of food served daily to the residents at this time are copies of the cycle menu with the menu changes on it.
 - It is my understanding that the RD will be implementing a menu substitution form and she will ensure the reason for all the menu substitutions are recorded on that form.
 - It is my understanding that all the food service records are kept for at least one year.

CCFL - Residential: Nutrition - Meal Times

- 10 New: 0 / Resolved: 0
- There are two sittings at each meal.
 - Breakfast is served at 0800/0900 hours, lunch at 1200/1300 hours, dinner at 1700/1800 hours.
 - Afternoon nourishment is served at 3 PM and HS nourishment is served to the residents at 8:00 PM.

CCFL - Residential: Nutrition - Eating Aids/Assistance

- 11 New: 0 / Resolved: 0

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Observations and Recommendations

CCFL - Residential: Nutrition - Eating Aids/Assistance

- Eating aids such as lipped plates are provided to the residents as needed
- During the lunch meal I observed, residents received the assistance they needed.

CCFL - Residential: Nutrition - Client Participation

12 New: 1 / Resolved: 0 Target Completion Date: December 29, 2006

- The RD chairs the Food Committee monthly meetings and minutes are recorded. It is my understanding that corrective actions are taken for any issues identified and they are recorded in the minutes of the following meeting.
- The RD will inform the Elder Council, which meets once a month, about the Food Committee decision(s)/issue(s).
- It is my understanding that the resident satisfaction survey, which includes residents' meal satisfaction questions, will be done by the end of this year.

CCFL - Residential: Nutrition - Audit Program

13 New: 1 / Resolved: 0 Target Completion Date: December 29, 2006

- The RD has implemented a food and nutrition audit program similar to the one in Audits and More.
- There is an audit schedule and most of the audits are conducted as per audit schedule.
- **Ensure the licensee receives a copy of the completed audits so she is aware of the outcomes of all the audits.**
- **Ask the interdisciplinary team members to participate in the audit program, such as doing the meal service audit, nourishment order implementation and consumption audit, eating aids and assistance audit and the weight audit.**

Owner or Agent Acknowledgement

I have read and understood this report.

Inspector

Callie Wong, Licensing Nutritionist