

Vancouver Coastal Health

5th Floor - 132 W Esplanade North Vancouver, BC
Phone Number: (604) 983-6700

78

COMMUNITY CARE FACILITIES LICENSING REPORT

Facility Information:

Hollyburn House

2095 Marine Drive
West Vancouver, BC V7V 4V5

Site Phone: 604-922-7616

Facility Number: 3382220

Report Number: 4

Inspection Date: April 10, 2006

Contact Name:

Community: West Vancouver - CCFL

Legal Location: 2095 Marine Drive

West Vancouver, BC V7V 4V5

Facility Category: CCFL - Residential, Intermediate Care

Inspection Type: Routine: N/A

Action(s) Taken: Information Exchanged

Delivery Method: NA

Opening Comments and Observations:

Today's inspection was done with . and new DOC :

Observations and Recommendations

CCFL - Residential: Admin - Policies & Procedures

- 1 New: 1 / Resolved: 0 Target Completion Date: July 10, 2006
The policies and procedures need to be completed and organized.
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
An Incident Report is submitted to CCFL in the event of reportable incidents.

CCFL - Residential: Staffing - Manager

- 4 New: 0 / Resolved: 0
There is a manager responsible for the day to day operation of the facility.

CCFL - Residential: Staffing - Records

- 5 New: 1 / Resolved: 0 Target Completion Date: June 12, 2006
Staff records must be audited and completed. This is outstanding from the last inspection.

CCFL - Residential: Care - Admission/Screening/Orientation

- 6 New: 0 / Resolved: 0
Residents are screened prior to admission to determine appropriateness of placement.
There is an admission screening procedure in place.

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

Hollyburn House

Facility Contact:

Community: West Vancouver

Report Date: April 24, 2006

79

Observations and Recommendations

CCFL - Residential: Care - Supervision by Health Care Professional

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

Residents are assisted in obtaining health services as required.

Residents' privacy is respected and confidentiality of personal information practiced.

Transfer to other facilities are done only with approval of resident, next of kin or sponsor.

CCFL - Residential: Care - Restraints

10 New: 0 / Resolved: 0

Staff are orientated at hire regarding least restraint policy.

Adequate training is provided to staff regarding the use and monitoring of restraints.

CCFL - Residential: Care - Telephone

11 New: 0 / Resolved: 0

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

CCFL - Residential: Care - Visitors

12 New: 0 / Resolved: 0

Residents can communicate with visitors in private.

Residents can choose when they will receive visitors.

CCFL - Residential: Records/Plans - Resident Records

13 New: 1 / Resolved: 0 Target Completion Date: July 10, 2006

TB screenings and immunization info. not on all resident's files.

Residents' records do not contain TB screening and immunization record.

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

14 New: 0 / Resolved: 0

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.

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.

Care plans include a plan for health care, oral health, nutrition, and recreation and leisure activities.

CCFL - Residential: Medications - Storage/Labeling

15 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.

Medications are stored in a safe and secure manner.

CCFL - Residential: Medications - Administration

Hollyburn House

Facility Contact:

Community: West Vancouver

Report Date: April 24, 2006

Observations and Recommendations

CCFL - Residential: Medications - Administration

16 New: 0 / Resolved: 0

Appropriate arrangements are made for medication administration when away from the facility.
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 - Supervising Pharmacist

17 New: 0 / Resolved: 0

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: Soc/Rec - Staffing

18 New: 0 / Resolved: 0

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

CCFL - Residential: Soc/Rec - Program

19 New: 0 / Resolved: 0

There is an ongoing planned program of physical, social and recreational activities which is based on individual care plans.

CCFL - Residential: Soc/Rec - Resident Participation

20 New: 0 / Resolved: 0

Residents are allowed free access to the lounge or other activity spaces.
Residents are encouraged to take part in recreation and social activities provided by the facility and those which are available in the community.

CCFL - Residential: Physical - Housekeeping/Sanitation

21 New: 1 / Resolved: 0

Ensure tub rooms are locked when carts are stored in them, so residents do not have access to cleaners.
Hazardous materials are not stored in a safe and adequate manner.
The facility is maintained in a clean and sanitary condition.

CCFL - Residential: Physical - Equipment/Furnishings/Room Arrangement

22 New: 0 / Resolved: 0

Bedroom furnishings are kept in a sanitary condition and in good repair.
Common area furnishings are kept in a sanitary condition and in good repair.
Residents are permitted their own furniture, ornaments or other personal possessions.

CCFL - Residential: Health/Safety - Communicable Disease Control

23 New: 1 / Resolved: 0 Target Completion Date: May 10, 2006

The licensee does not require all residents to be TB screened if they are not high risk.
CCFL and health agencies are not notified of communicable illnesses in residents or staff members.

CCFL - Residential: Health/Safety - Hazardous Practices

24 New: 1 / Resolved: 0 Target Completion Date: April 10, 2006

Ensure that the cleaners in the tub rooms are kept locked.
Chemicals and cleaning agents are not stored in appropriately marked containers.

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

25 New: 0 / Resolved: 0

Fire Dept. was in last week to inspect.

Lynx Services have the extinguishers tagged for Jan/07 for next inspection.

Hollyburn House

Facility Contact:

Community: West Vancouver

Report Date: April 24, 2006

(81)

Observations and Recommendations

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

Fire drills are practiced monthly and a record is kept at facility.

Emergency exit(s) are unobstructed.

Emergency equipment is checked regularly and a record is kept.

Fire extinguisher(s) are accessible, serviced and charged.

Closing Comments:

Please submit a written response to this inspection by May 16, 2006.

Thank you for your time.

* Please note the following corrections to this report that were not amended, due to program error:

#11 - DELETE CCFL and health agencies are not notified of

#13 - DELETE Chemicals and cleaning agents are not

Owner or Agent Acknowledgement

Inspector

I have read and understood this report.

Heather Nash, Community Care Facility Licensing Officer