

# Vancouver Coastal Health

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## COMMUNITY CARE FACILITIES LICENSING REPORT

<b>Facility Information:</b> The Fair Haven  2720 48 E Vancouver, BC V5S 1G7  Site Phone: 604-433-2939 Site Fax: (604) 433-4547	<b>Facility Number:</b> 3061005 <b>Report Number:</b> 79 <b>Inspection Date:</b> June 6, 2006 <b>Contact Name:</b> <b>Community:</b> 46
<b>Facility Category:</b> CCFL - Residential, Intermediate Care <b>Inspection Type:</b> Routine: N/A <b>Action(s) Taken:</b> Information Exchanged <b>Delivery Method:</b> Fax	
<b>Opening Comments and Observations:</b> Met with _____ manager of CBRU and SCU, to review the units.	

### Observations and Recommendations

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

- 1 New: 0 / Resolved: 0  
Facility has a CQI committee, that reviews/revises policies/procedures.  
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 well organized, accessible policy and procedure manual on site.  
A policy/procedure regarding use of restraints is available to staff.

#### CCFL - Residential: Admin - Licensing

- 2 New: 0 / Resolved: 0  
All 18 beds on the CBRU are occupied at this time.  
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  
CCFL staff are notified of Reportable Incidents in a timely manner.  
An Incident Report is submitted to CCFL in the event of reportable incidents.

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

- 4 New: 0 / Resolved: 0  
Staffing patterns have remained consistent since the last inspection.

#### CCFL - Residential: Staffing - Qualifications/Training/Orientation

- 5 New: 0 / Resolved: 0  
The facility offers In-Services on a variety of subjects and the Non Crisis Intervention course is mandatory for all the staff on both units. GPEP staff offer courses upon request.  
General staff meetings are held for the facility and also unit specific staff meetings.  
A suitable orientation is provided to all new staff members.  
At all times that residents are under facility care, there is a staff member with up to date first aid training from an approved program.  
Regular staff meetings are held and minutes are recorded.

#### CCFL - Residential: Staffing - Records

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**CCFL - Residential: Staffing - Records**

- 6 New: 0 / Resolved: 0  
Personnel records are kept in a secure location.

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

- 7 New: 0 / Resolved: 0  
There are 3 residents that are W/C dependent on the CBRU and 2 W/C dependent residents on the SCU.  
Tuberculosis screening is done for residents prior to admission.  
A resident is confined to a wheelchair and the bedroom, bathroom and dining room facilities have been designed or modified to accommodate.  
There is an admission screening procedure in place.

**CCFL - Residential: Care - Care/Supervision**

- 8 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**

- 9 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**

- 10 New: 0 / Resolved: 0  
Residents are assisted in obtaining health services as required.  
Residents' privacy is respected and confidentiality of personal information practiced.  
Non-emergency transfers to hospital are done only on the direction of resident's physician.

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

- 11 New: 0 / Resolved: 0  
Staff assist/supervise oral health twice a day. This is recorded on a flow sheet.  
Residents are encouraged to obtain a dental examination at least yearly.  
Residents are assisted in maintaining daily oral health.  
Residents are assisted in following recommendations from dental health professionals.  
Residents are assisted in obtaining dental services as required.

**CCFL - Residential: Care - Restraints**

- 12 New: 0 / Resolved: 0  
Minimal restraint is used when necessary.  
Restraint use is documented in the care plan.  
Need for restraint is reassessed within 24 hours after the first use, and then reassessed appropriately at adequate intervals.

**CCFL - Residential: Care - Laundry**

- 13 New: 0 / Resolved: 0  
All laundry is done for the residents.

**CCFL - Residential: Care - Visitors**

- 14 New: 0 / Resolved: 0  
Visitors are welcomed as long as it is a good time for the resident and they can have privacy. Families/friends do take residents out for outings.

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

- 15 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.

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

Residents' records contain TB screening and immunization record.

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

16 New: 0 / Resolved: 0

2 care plans were reviewed.

Care plans are reviewed regularly and modified according to resident needs.

If restraints are used for a resident, the care plan includes a detailed plan on use of restraints.

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: Records/Plans - Nutrition Care Plan**

17 New: 0 / Resolved: 0

The height and weight of each resident is recorded on admission.

A nutritional care plan is developed for residents within two weeks of admission.

The weight of each resident is monitored and recorded monthly.

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

18 New: 0 / Resolved: 0

The oral care flow sheet is used as the care plan.

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

19 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**

20 New: 0 / Resolved: 0

At time of inspection, medication is administered in an appropriate fashion.

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

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 - Physician Orders**

21 New: 0 / Resolved: 0

Medication has been prescribed by a physician.

**CCFL - Residential: Medications - Records**

22 New: 0 / Resolved: 0

Rachel checks the MARS for completeness on a monthly basis.

Medications are recorded on the Medication Administration Record as prescribed.

Medication Administration Records are provided by the facility's pharmacist.

Medication Administration Records are maintained and retained for at least one year.

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

23 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: Medications - Medication Safety & Advisory Committee**

24 New: 0 / Resolved: 0

Rachel is on the Medication Safety and Advisory Committee.  
The Medication Safety and Advisory Committee has established and reviews required medication policies and procedures.  
A Medication Safety and Advisory Committee meets regularly.  
Minutes of the Medication Safety and Advisory Committee meetings are kept.  
The Medication Safety and Advisory Committee has established and reviews training and orientation programs for staff.

**CCFL - Residential: Medications - Policies & Procedures**

25 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.  
A policy on medication ordering is available to staff.  
A policy on medication administration recording is available to staff.

**CCFL - Residential: Nutrition - Eating Aids/Assistance**

26 New: 0 / Resolved: 0

2 residents have dysphagia on the CBRU. Their care plans are specific as to how they are to be assisted.

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

27 New: 0 / Resolved: 0

One Rec therapist and 1 Activity Therapist work on the units every morning and as well either in the afternoon or early evening 7 days a week.  
A qualified employee has been designated to organize and supervise social activities and recreational programs.

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

28 New: 0 / Resolved: 0

Some of the rec programs are specific to the unit or residents from both units may join in and still other times, both units join the other residents of the facility.  
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**

29 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: Soc/Rec - Resident/Family Council**

30 New: 0 / Resolved: 0

There is a resident or resident/family council.

**CCFL - Residential: Health/Safety - First Aid**

31 New: 0 / Resolved: 0

The First Aid kit is kept in the Med room.  
An appropriate first aid kit is readily available to staff.

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**CCFL - Residential: Health/Safety - Smoking**

32 New: 0 / Resolved: 0

Supervised smoking areas are provided on certain balconys/patios. Cigarettes are monitored.

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

33 New: 0 / Resolved: 0

Rachel serves on the Fire Safety Committee.

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

There is a written emergency plan that is accessible to all staff.

Emergency numbers are posted adjacent to a telephone accessible to all staff.

Owner or Agent Acknowledgement

I have read and understood this report.

Inspector

3006 Ausma Smith, Licensing Officer - Residential Care