

# Vancouver Coastal Health

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## COMMUNITY CARE FACILITIES LICENSING REPORT

<b>Facility Information:</b> Windermere Care Centre  900 12 W Vancouver, BC V5V 1N3  Site Phone: (604) 736-8676 Site Fax: 736-8682	<b>Facility Number:</b> 3005426 <b>Report Number:</b> 50 <b>Inspection Date:</b> May 10, 2006  <b>Community:</b> 65
<b>Facility Category:</b> CCFL - Residential, Intermediate Care <b>Inspection Type:</b> Routine: N/A <b>Action(s) Taken:</b> Information Exchanged, Verbal Order <b>Delivery Method:</b> Electronic Mail	
<b>Opening Comments and Observations:</b> To facility for review.	

### Observations and Recommendations

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

1 New: 0 / Resolved: 0

The facility has its policies and procedures on line.

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 responses to sudden illness and emergencies is available to staff.

A policy/procedure regarding use of restraints is available to staff.

There is a process in place for reviewing and updating the facility's policies and procedures.

#### CCFL - Residential: Admin - Licensing

2 New: 1 / Resolved: 0

Spoke with the administrator Ross Sugimoto regarding amending the license to reflect the number of beds under the current license. The 9th floor palliative care unit is under its own license - Marion Hospice.

#### 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

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

Staffing patterns have remained consistent since the last inspection.

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

5 New: 0 / Resolved: 0

There is an admission screening procedure in place.

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#### CCFL - Residential: Care - Care/Supervision

6 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 - Policies

Windermere Care Centre

Facility Contact:

Community: Vancouver  
Report Date: June 2, 2006

Observations and Recommendations

**CCFL - Residential: Care - Policies**

- 7 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 - Oral Health**

- 8 New: 1 / Resolved: 0  
Residents are assisted in obtaining dental services as required.

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

- 9 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.  
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**

- 10 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.

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

- 11 New: 1 / Resolved: 0  
Each resident does not have an oral care plan.  
**The Director of Care will ensure each resident has an oral care plan.**

**CCFL - Residential: Medications - Physician Orders**

- 12 New: 0 / Resolved: 0  
Medication has been prescribed by a physician.

**CCFL - Residential: Medications - Records**

- 13 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**

- 14 New: 0 / Resolved: 0  
Lancaster Pharmacy is the supervising pharmacist.  
A supervising pharmacist has been appointed.

**CCFL - Residential: Medications - Medication Safety & Advisory Committee**

- 15 New: 0 / Resolved: 0  
The last meeting was held February 20, 2006.  
The Medication Safety and Advisory Committee has established and reviews required medication policies and procedures.

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**Windermere Care Centre**

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**Observations and Recommendations**

A Medication Safety and Advisory Committee meets regularly.  
Minutes of the Medication Safety and Advisory Committee meetings are kept.

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

16 New: 0 / Resolved: 0  
A qualified employee has been designated to organize and supervise social activities and recreational programs.

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

17 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: Health/Safety - Smoking**

18 New: 0 / Resolved: 0  
Smoking room/area complies with VCH and Municipal enactments.

<b>Owner or Agent Acknowledgement</b>  I have read and understood this report.	<b>Inspector</b>  3087 Angela Long, Licensing Officer - Residential
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