

# Vancouver Coastal Health

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## COMMUNITY CARE FACILITIES LICENSING REPORT

<b>Facility Information:</b> Youville Residence  4950 Heather Vancouver, BC V5Z 3L9  Site Phone: (604) 261-9371 Site Fax: (604) 261-9047	<b>Facility Number:</b> 3070039 <b>Report Number:</b> 27 <b>Inspection Date:</b> July 6, 2005 <b>Contact Name:</b> <b>Community:</b> 66
<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> NA	
<b>Opening Comments and Observations:</b>	

### Observations and Recommendations

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

- 1 New: 0 / Resolved: 0  
Some of the policies are on line, eg, Abuse and Restraint policy and others such as wandering and missing residents are in the Emergency Preparedness Policy Manual  
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.  
A policy/procedure on managing resident finances 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: 0 / Resolved: 0  
The current Community Care Facilities License is prominently displayed.

#### CCFL - Residential: Admin - Incident Reports

- 3 New: 0 / Resolved: 0  
The SIR will be coming in a more timely manner.

#### 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.  
There is a manager responsible for the day to day operation of the facility.

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

- 5 New: 0 / Resolved: 0  
There are sufficient employees on duty at all times to meet the needs of the residents.  
Staffing patterns are appropriate to provide for the safety and well-being of the residents.

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

- 6 New: 0 / Resolved: 0  
New staff provide a medical certificate prior to employment.  
A suitable orientation is provided to all new staff members.  
Staff members have the qualifications and training necessary to carry out assigned duties.



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Observations and Recommendations

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**

7 New: 0 / Resolved: 0  
Staff records are kept off site.  
Personnel records are kept in a secure location.

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

8 New: 0 / Resolved: 0  
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**

9 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**

10 New: 0 / Resolved: 0  
There is a Clinical Nurse Specialist available to the facility PRN. There is a Nurse Leader on call on W/E.  
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**

11 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.  
Non-emergency transfers to hospital are done only on the direction of resident's physician.

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

12 New: 0 / Resolved: 0  
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**

13 New: 0 / Resolved: 0  
Restraint use is documented in the care plan.  
Other than in an emergency, restraint use is approved by resident or substitute decision maker and physician.  
Adequate training is provided to staff regarding the use and monitoring of restraints.  
A restraint is currently in use and is as minimal as possible.  
Need for restraint is reassessed within 24 hours after the first use, and then reassessed appropriately at adequate intervals.

**CCFL - Residential: Care - Financial Records/Management**

14 New: 0 / Resolved: 0  
Valuables and funds held for residents are kept in a secure manner.  
Separate records are kept and receipts issued for all valuables and money held for residents.  
Valuables and funds are accessible only by assigned staff members.  
Records are kept and receipts obtained for disbursements made on residents' behalf.

**CCFL - Residential: Care - Telephone**

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**Observations and Recommendations**

**CCFL - Residential: Care - Telephone**

15 New: 0 / Resolved: 0

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

**CCFL - Residential: Care - Visitors**

16 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**

17 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.

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

18 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: Records/Plans - Nutrition Care Plan**

19 New: 0 / Resolved: 0

The height and weight of each resident is recorded on admission.  
Nutritional care plans are monitored regularly and revised in response to residents needs.  
A nutritional care plan is developed for residents within two weeks of admission.  
Nutritional care plans are reviewed at least once within 14 weeks of admission.  
The weight of each resident is monitored and recorded monthly.

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

20 New: 0 / Resolved: 0

Each resident has an oral care plan.

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

21 New: 0 / Resolved: 0

Medication is now dispensed by the Automated Unit Dose (AUD). 24 hr supply of meds arrive daily. Any med that has fallen or been discontinued is put in the "sharps" container to be disposed of.  
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.  
Medications are stored in a safe and secure manner.

**CCFL - Residential: Medications - Administration**

22 New: 0 / Resolved: 0

Some meds come in bubble packaging and some in "strip" packaging.  
At time of inspection, medication is administered in an appropriate fashion.  
Appropriate arrangements are made for medication administration when away from the facility.

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Medication is kept in original labeled container until administered. There is no evidence of pre-pouring of medications.  
Medication has been provided and labeled by the appointed pharmacy.  
Only staff members administer medications to a resident.

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

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

**CCFL - Residential: Medications - Records**

24 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**

25 New: 0 / Resolved: 0  
The pharmacist is from Holy Family and the meds come from St. Paul's hospital.  
~~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**

26 New: 0 / Resolved: 0  
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.

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

27 New: 0 / Resolved: 0  
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  
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 - Supplies/Equipment**

30 New: 0 / Resolved: 0  
Supplies, material and equipment for the activities program are available without charge and are readily accessible and safe for use by residents.

**CCFL - Residential: Soc/Rec - Resident/Family Council**

31 New: 0 / Resolved: 0  
There is a resident or resident/family council.  
There is at least annually an opportunity for residents, families and contact persons to establish a resident council or resident/family council (currently no resident council).

**CCFL - Residential: Soc/Rec - Social Activity/Recreation Plan**

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Observations and Recommendations

**CCFL - Residential: Soc/Rec - Social Activity/Recreation Plan**

32 New: 0 / Resolved: 0

Residents' care plans include a plan for recreation and leisure activities.

Owner or Agent Acknowledgement

I have read and understood this report.

Inspector

3006 Ausma Smith, Licensing Officer - Residential Care