
Licensing Inspection Report (Annual Inspection)

Facility: WILLOWS MANOR LIMITED

Address: 2844 HIGHWAY 2 HWY.
SHUBENACADIE NS, B0N 2H0

Date(s) of Inspection: July 9, 2020

Requirements resulting from licensing inspection:

1. LTCPR 6.3.4.a
The licensee shall ensure each resident has a plan of care which includes the plan's rationale, measurable and achievable goals, benefits, expected outcomes, detailed actions that the interdisciplinary team shall undertake to meet the resident's identified needs and time frames for evaluation.
2. LTCPR 6.1.9
Additional Requirements for Residential Care Facilities - The licensee shall ensure collection of residents' current information, regarding skin integrity is completed within 24 hours of admission to the facility, and on an ongoing basis in accordance with the residents' individual needs.
3. HSCR 27(6), LTCPR 9.2.8
The licensee shall ensure upon initial employment in a home and a minimum of annually thereafter, every staff member is instructed in and understands the contents of the All Hazards Plan, the Fire Safety Plan, the Business Continuity Plan and the Staff Call Back System Plan as applicable to their individual roles.
4. LTCPR 6.6.3
The licensee shall ensure each resident has a daily mouth care plan that includes appropriate hygiene techniques and products to maintain oral cleanliness of natural teeth and/or dentures.
5. HSCR 42(2), RCW Minimum Training Standard
No person shall administer any drug to a resident of a home for special care unless her has been designated by the administrator as a person who is competent to do so. All RCW's are required to meet all Minimum Training Standards. These include: an annual refresher for Fire and Life Safety, Medication Awareness and Personal Care by acceptable trainers, First Aid and CPR refreshers according to the frequency established by certifying agencies and a Crisis Prevention (or equivalent relevant course) refresher as determined by the facility's administrator.

- 6.** LTCPR 9.2.10
The licensee shall ensure a written record for fire drills and exercises outlined above, that includes the date, time, location, staff attendance, response times, outcomes, areas for improvement, remedial actions and debriefing, is maintained by the licensee.
- 7.** LTCPR 6.1.8
Additional Requirements for Residential Care Facilities - The licensee shall ensure collection of residents' current information, regarding functional abilities, risks, cognition, diet, oral health, pain and discomfort, falls, and recreation, is initiated upon admission to the home and completed within two weeks.
- 8.** LTCPR 11.1.8
The licensee shall ensure formalized performance management processes that evaluate staff members' performance annually, and more frequently as necessary, are in place.
- 9.** LTCPR 6.2.17
The licensee shall ensure a process is in place (e.g., a committee) to review wound care issues/practices to ensure wound prevention and management is regularly reviewed and revised to reflect leading practices and provincial direction, and identify trends for quality improvement.
- 10.** LTCPR 8.2.1.h
The licensee shall ensure policies and procedures that minimize risk to residents, staff, volunteers, visitors and the home are developed and followed. These include but are not limited to: an extremes of internal temperature policy and procedures to ensure internal temperatures are at acceptable levels.
- 11.** LTCPR 8.4.12
The licensee shall ensure staff influenza immunization rates, in homes with greater than 5 employees, are posted in a public place and updated a minimum of twice per year on December 15th and on March 1st.