
Licensing Inspection Report (Annual Inspection)

Facility: THE HERITAGE HOUSE RESIDENTIAL CARE FACILITY LIMIT

Address: 55 HIGH RD.
PORT HOOD NS, B0E 2W0

Date(s) of Inspection: July 24, 2019

Requirements resulting from licensing inspection:

1. 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.
2. LTCPR 10.2.8
The licensee shall ensure residents' financial records are maintained in a safe and secure manner, are separate from resident care records and are maintained in accordance with Canada Revenue Agency requirements.
3. 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.
4. LTCPR 7.2.4
The licensee shall ensure the administrator attends resident council meetings a minimum of quarterly.
5. LTCPR 8.2.3.c
The licensee shall ensure risk management processes that minimize risk to residents and staff are implemented. These include but are not limited to: a process for documenting and appropriately communicating resident allergies.

- 6.** LTCPR 6.3.2
The licensee shall ensure an interdisciplinary care conference, that includes the resident and/or authorized designate and the family members approved by the resident, is conducted within six weeks of admission to the home and annually thereafter, or more frequently as the resident's individual needs require.
- 7.** LTCPR 6.3.11
Additional Requirements for Residential Care Facilities - The licensee shall ensure each resident's plan of care is based on the needs identified through the collection of resident information, referenced in section 6.1, Additional Requirements for Residential Care Facilities.
- 8.** LTCPR 6.7.1
The licensee shall ensure policies and procedures for recreational programming are developed and followed.
- 9.** HSCR 38(5)(a)
The administrator of a home for special care licensed by the Minister of Health and Wellness may authorize a resident to store drugs locked in the resident's room if the resident's care plan or treatment plan contains a written clinical assessment authorizing the storage.
- 10.** LTCPR 8.2.3.d
The licensee shall ensure risk management processes that minimize risk to residents and staff are implemented. These include but are not limited to: a process for analyzing critical incidents and adverse events, a minimum of quarterly or more often as required, to identify trends and ensure appropriate action is taken to remedy the identified risks.
- 11.** RCW Minimum Training Standard
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.
- 12.** HSCR 41(4), LTCPR 8.5.5.c
A verbal order for medication accepted under subsection (2) or (3) must be set down in writing and signed by the medical practitioner, nurse practitioner or pharmacist who issued the verbal order no later than 72 hours after the verbal order was issued.

13. LTCPR 8.2.3.b

The licensee shall ensure risk management processes that minimize risk to residents and staff are implemented. These include but are not limited to: a process to direct staff in the event of a missing resident.