
Licensing Inspection Report (Annual Inspection)

Facility HIGH-CREST HOME NEW GLASGOW

Address: 253 FORBES ST.
NEW GLASGOW NS, B2H 4P5

Date(s) of Inspection: August 30, 2019

Requirements resulting from licensing inspection:

1. 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.
2. 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.
3. LTCPR 7.4.2
The licensee shall ensure minutes of management and staff meetings are maintained and include resolution or action on identified concerns or issues. Staff meeting minutes are available and easily accessed by staff.
4. 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.
5. HSCR 27(7), LTCPR 9.2.4.b
The licensee shall ensure fire drills are conducted a minimum of monthly in accordance with direction from the Office of the Fire Marshal.
6. LTCPR 6.8.5
The licensee shall ensure residents' personal directives, if completed, are reviewed annually with the residents and/or authorized designates or more frequently if required to ensure their care preferences and wishes are clearly understood.

- 7.** LTCPR 6.8.7
The licensee shall ensure there are procedures in place to direct staff in the event of an expected death or an unexpected death.
- 8.** LTCPR 9.2.3.a
The licensee shall ensure there is a documented Staff Call Back Plan that includes: current staff phone numbers, procedure for staff call back, priority for contacting staff and how long it will take staff to arrive on site.
- 9.** LTCPR 11.1.6
The licensee shall ensure the home provides a documented, timely orientation for all staff members, volunteers and contracted personnel. The orientation provides the necessary information to support residents in a safe manner and improve their quality of life.
- 10.** HSCR 27(11), LTCPR 9.2.4.g
No person shall be maintained in a home for special care or any part thereof that is not approved by a Fire Marshal with respect to fire safety.
- 11.** LTCPR 8.5.8
The licensee shall ensure signatures of staff who administer medications are verified annually, or as needed, when a paper-based system is utilized.
- 12.** LTCPR 9.2.2 a
The licensee shall ensure there is a documented Business Continuity Plan that addresses the operational recovery and continuity of services in the face of a disaster, labour disruption or other major outage. The Business Continuity Plan includes the following: hazard, vulnerability and risk assessment, mission critical activities, recovery strategies, loss of electrical power, water, heat, ventilation and waste water services, loss of information technology (computer / telephone / fax) priorities, geographic footprint and pandemic situation (pandemic planning is undertaken and completed in accordance with direction received from the Department of Health and Wellness.)