
Licensing Inspection Report (Annual Inspection)

Facility: HIGHLAND MANOR REST HOME

Address: 175 NEW HAVEN RD.
NEILS HARBOUR NS, B0C 1N0

Date(s) of Inspection: July 23, 2019

Requirements resulting from licensing inspection:

1. HSCR 19(1)(d), 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.
2. LTCPR 6.1.5
Additional Requirements for Nursing Homes - The licensee shall ensure residents have an interdisciplinary assessment of risk, functional abilities, cognition, skin integrity, nutrition, oral health (see section 6.6), pain and discomfort, falls risk, and recreation, initiated upon admission to the home and completed within two weeks.
3. LTCPR 6.1.6
Additional Requirements for Nursing Homes - The licensee shall ensure a lift and transfer assessment is completed for residents within 24 hours of admission and as the residents' individual needs change.
4. LTCPR 6.5.9
The licensee shall ensure supervision and assistance are provided during meals, snacks and other food related activities as necessary.
5. LTCPR 7.2.6
The licensee shall ensure minutes of resident council meetings are maintained and include resolution or action on identified concerns or issues. Minutes are available and easily accessible for viewing by residents.

- 6.** LTCPR 9.2.4.a
The licensee shall ensure there is a documented Fire Safety Plan, in accordance with the National Fire Code, that is reviewed a minimum of annually and revised as necessary to ensure the plan is current.
- 7.** 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.
- 8.** LTCPR 8.5.6
The licensee shall ensure preparation of doses for more than one administration time is not permitted.
- 9.** LTCPR 6.1.5
Additional Requirements for Nursing Homes - The licensee shall ensure residents have an interdisciplinary assessment of risk, functional abilities, cognition, skin integrity, nutrition, oral health (see section 6.6), pain and discomfort, falls risk, and recreation, initiated upon admission to the home and completed within two weeks.
- 10.** LTCPR 11.1.3
The licensee shall ensure a written human resources plan is developed and includes the anticipated human resources required to deliver consistent, quality services.
- 11.** LTCPR 7.1.7
The licensee shall ensure the home's policies are reviewed a minimum of every three years, or more frequently as required to ensure they are current, and they are revised as needed.
- 12.** LTCPR 7.2.4
The licensee shall ensure the administrator attends resident council meetings a minimum of quarterly.
- 13.** 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.

- 14.** LTCPR 7.1.12
The licensee shall ensure required inspections of the home and equipment are completed and documentation is maintained to demonstrate compliance with requirements. These include, but are not limited to, manufacturer requirements, safety requirements, sprinkler systems, water testing, fire alarms and fuel systems.
- 15.** LTCPR 11.1.5
The licensee shall ensure there is a current job description for each position which is reviewed a minimum of every four years and clearly defines the role, responsibilities and scope of the position. A copy of the current job description is provided to staff members.
- 16.** LTCPR 9.2.2 c
The licensee shall ensure the Business Continuity Plan is reviewed a minimum of annually and revised as necessary to ensure it is current.