

Licensing Inspection Report (Annual Inspection)

Facility: WILLOWS MANOR LIMITED

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

Date(s) of Inspection: May 18, 2023

Requirements resulting from licensing inspection:

1. HSCR 25(1), LTCPR 6.2.13
Every home for special care shall have a medical health advisor who shall be a duly qualified medical practitioner.
2. LTCPR 6.2.11
The licensee shall ensure resident care protocols, based on current leading practices, are developed, implemented, monitored and regularly evaluated with particular emphasis on responsive behaviours, skin integrity, poly-pharmacy, pain, wound management, infection control, nutrition and daily mouth care.
3. HSCR 20B, LTCPR 7.4.3
The licensee shall ensure management and staff meetings are held a minimum of quarterly.
4. 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.
5. 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.
6. HSCR 24(1)
The records of all residents of a home for special care must be kept in a safe and secure location and must be accessible at all times to the supervisory staff of the home and to inspectors.

- 7.** LTCPR 11.1.2
The licensee shall ensure pre-employment Vulnerable Sector Checks are completed for staff members, students and volunteers at the time of hire and are maintained on file.
- 8.** LTCPR 6.1.3
The licensee shall ensure results of assessments are documented on the resident record, are communicated appropriately to staff and become the basis for the resident plan of care.
- 9.** LTCPR 7.2.3
The licensee shall ensure resident council meetings are held monthly. Residents and/or authorized designates are notified of meetings in advance and are encouraged to participate.
- 10.** LTCPR 8.4.3
The licensee shall ensure a stand-alone Infection Prevention and Control Committee is implemented or infection prevention and control issues/practices are included as a standing agenda item on another appropriate committee. The committee shall be multidisciplinary ensuring that the infection prevention and control program is regularly reviewed and revised to reflect leading practices and provincial direction.
- 11.** LTCPR 7.1.10 c
The licensee shall ensure on admission, residents and/or authorized designates are provided with a list of the home's policies, relevant to residents and families, and copies are provided upon request.
- 12.** 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.
- 13.** LTCPR 12.2.2.2.d
The licensee shall ensure aesthetic, functional and surface integrity of the following are maintained: exterior equipment, furniture and structures such as, but not limited to, tanks, fences, signage and transformers.
- 14.** 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.