

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée****Long-Term Care Operations Division  
Long-Term Care Inspections Branch****Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**Hamilton Service Area Office  
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HAMILTON ON L8P 4Y7  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 6, 2021	2020_661683_0024	019845-20	Complaint

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**Licensee/Titulaire de permis**Albright Gardens Homes, Incorporated  
5050 Hillside Drive Beamsville ON L0R 1B2**Long-Term Care Home/Foyer de soins de longue durée**Albright Gardens Homes, Incorporated  
5050 Hillside Drive Beamsville ON L0R 1B2**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

LISA BOS (683)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): December 8, 9, 10, 11, 14 and 15, 2020.**

**This inspection was completed concurrently with critical incident inspection #2020\_661683\_0023.**

**The following intake was completed during this complaint inspection:  
Log #019845-20 was related to responsive behaviours, personal support services and nutrition and hydration**

**During the course of the inspection, the inspector(s) spoke with the Chief Nursing Officer (CNO), Associate Director of Nursing (ADON), the Registered Dietitian (RD), Behavioural Supports Ontario (BSO) staff, Registered staff, Personal Support Workers (PSWs), residents and families.**

**During the course of the inspection, the inspector(s) reviewed resident clinical records, policies and procedures and observed residents during the provision of care.**

**The following Inspection Protocols were used during this inspection:  
Nutrition and Hydration  
Personal Support Services  
Responsive Behaviours**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 7th day of January, 2021**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**