



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de sions de longue durée**

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Public Copy/Copie du public

Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 2, 2016	2016_429642_0003	005187-16	Complaint

Licensee/Titulaire de permis

THE BOARD OF MANAGEMENT OF THE DISTRICT OF NIPISSING WEST
100 Michaud Street STURGEON FALLS ON P2B 2Z4

Long-Term Care Home/Foyer de soins de longue durée

AU CHATEAU
100 MICHAUD STREET STURGEON FALLS ON P2B 2Z4

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

AMY GEAUVREAU (642), RYAN GOODMURPHY (638)

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): April 12-15, 2016.

This Complaint Inspection is related to a complaint submitted to the Director related to allegations of improper care, abuse and neglect of a resident and retaliation.

A Complaint Inspection related to medication, bathing and laundry services was conducted concurrently with this inspection. For details see inspection #2016_425639_0004.

A Complaint Inspection related to air temperature and not reporting alleged abuse was conducted concurrently with this inspection. For details, see inspection #2016_483637_0004.

A Critical Incident Inspection related to an unexpected death was conducted concurrently with this inspection. For details, see inspection #2016_483637_0005.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), the Registered Dietitian (RD), Administrator Assistant, RAI/MDS Coordinator, Human Resource Manager, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Health Care Aids (HCAs), and Resident and Residents' family.

During the course of the inspection, the inspector(s) conducted a daily walk through of common areas, observed the provision of care to residents, reviewed residents clinical health records, residents' plans of care, reviewed various policies and procedures, observed staff to resident interactions, and observed meal services.

The following Inspection Protocols were used during this inspection:

Nutrition and Hydration

Pain

Prevention of Abuse, Neglect and Retaliation



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	
Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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Issued on this 2nd day of May, 2016

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

Original report signed by the inspector.