



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

**Rapport d'inspection
prévus le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

London Service Area Office
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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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Direction de l'amélioration de la performance et de la
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Date of inspection/Date de l'inspection June 22, 2011	Inspection No/ d'inspection 2011_144_2263_22Jun103303	Type of Inspection/Genre d'inspection L-000617 Complaint
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Licensee/Titulaire

Revera Incorporated, 66 Standish Court, 8th Floor, Mississauga, ON L5R 4B2

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

Banwell Gardens, 3000 Banwell Road, Tecumseh, ON N8N 2M4

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

Carolee Milliner (#144)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to care & services.

During the course of the inspection, the inspector spoke with the Administrator, Acting Director of Care & the Clinical Care Coordinator.

During the course of the inspection, the inspector reviewed one resident clinical record.

The following Inspection Protocols were used in part or in whole during this inspection:
Personal Support Services.

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

3 WN
3 VPC

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O.c.8,s.6(1)(b)
 Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out, the goals the care is intended to achieve

Findings:

1. The written plan of care for one resident does not include the goals the care is intended to achieve related to the provision of medical and nursing treatment for two diagnosis.

Inspector ID #: 144

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance related to the written plan of care identifying the goals the care is intended to achieve, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA, 2007, S.O.c.8,s.6(7)
 The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings:

Physician orders for one resident directs registered staff to complete blood glucose readings at specific times. The resident clinical record on review, does not include documented confirmation that blood glucose readings were completed as ordered by the physician.

Inspector ID #: 144

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance related to ensuring the plan of care is provided to the resident as specified in the plan, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O.Reg.79/10,s.134(a)

Every licensee of a long-term care home shall ensure that, when a resident is taking any drug or combination of drugs, including psychotropic drugs, there is monitoring and documentation of the resident's response and the effectiveness of the drugs appropriate to the risk level of the drugs;

Findings:

Review of one resident clinical record revealed medication administration was not monitored & documentation of the response & effectiveness of the drugs appropriate to the risk level, not completed as evidenced by:

1. Insulin was administered to one resident after blood glucose testing indicated low blood sugar readings on identified dates.
2. Registered staff did not document on identified dates, one resident's response to low blood glucose readings after insulin administration.

Inspector ID #: 144

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance related to monitoring & documentation of the resident's response and the effectiveness of the drugs appropriate to the risk level of the drugs, to be implemented voluntarily.

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.



Title:

Date:

Date of Report: July 4, 2011