



**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 soins de longue durée**

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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jul 4, 2017	2017_538144_0030	015142-16, 020808-16, 031188-16, 032313-16, 032360-16, 003777-17, 004946-17	Complaint

Licensee/Titulaire de permis

RYKKA CARE CENTRES LP
3200 Dufferin Street Suite 407 TORONTO ON M6A 3B2

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

BANWELL GARDENS
3000 BANWELL ROAD P. O. BOX 3246 TECUMSEH ON N8N 2M4

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

CAROLEE MILLINER (144), RHONDA KUKOLY (213)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): June 26, 27, 28, 29, 30. 2017.

Critical Incident inspection 2017_539144_0031 was completed concurrently while in the home completing this complaint inspection.

The following complaints were inspected within this complaint inspection:

Log #004946-17, SAC #14925 related to responsive behaviours and housekeeping service.

Log #003777-17, IL-49404-LO related to reporting and complaints, housekeeping service, responsive behaviours, minimizing of restraining and resident's rights.

Log # 020808-16, IL-45472-LO related to laundry service, personal care, continence and bowel management, plan of care and transferring and repositioning.

Log #032360-16, IL-47903-LO related to safe and secure home and personal care.

Log #015142-15, IL-44571-LO related to dining and snack service, bathing, bedtime and rest routines and nursing and personal care services.

Log #032313-16, IL-47889-LO related to skin and wound management, bathing and the plan of care.

Log #031188-16, IL-45892-LO related to falls preventions and management and nursing and personal care.

During the course of the inspection, the inspector(s) spoke with residents and family, the Administrator, Director of Care, Assistant Director of Care, the Clinical Coordinator, Quality Improvement Manager, Registered Dietitian, Food Service Manager, the Physiotherapist, three Registered Nurses, six Registered Practical Nurses, eleven Personal Support Workers, one Health Care Aide, one Restorative Care Aide, one Housekeeping Aide and one Registered Practical Nursing Student.

The Inspectors also made resident observations, reviewed resident clinical records, home policies and procedures and other relevant documentation.

The following Inspection Protocols were used during this inspection:



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**Continence Care and Bowel Management
Falls Prevention
Personal Support Services
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.

Issued on this 4th day of July, 2017

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

Original report signed by the inspector.