



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch
Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

Ottawa Service Area Office
347 Preston St, 4th Floor
OTTAWA, ON, K1S-3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa
347, rue Preston, 4ième étage
OTTAWA, ON, K1S-3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Aug 22, Sep 7, 10, 2012; 2012_028102_0037; Complaint

Licensee/Titulaire de permis Belmont LTC Facility
BELCREST NURSING HOMES LIMITED
250 Bridge Street West, BELLEVILLE, ON, K8P-5N3

Long-Term Care Home/Foyer de soins de longue durée
BELCREST NURSING HOMES LIMITED
250 Bridge Street West, BELLEVILLE, ON, K8P-5N3

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs
WENDY BERRY (102)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Environmental Services, Director of care, several staff, several residents.

During the course of the inspection, the inspector(s) reviewed documentation related to the heating, ventilation and air conditioning (HVAC) system and maintenance program records; toured resident areas on the 1st and 2nd floors; checked air temperatures; reviewed Resident Council meeting minutes. The onsite inspection occurred on August 22 and September 10, 2012.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES



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<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>Legendé</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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services
Specifically failed to comply with the following subsections:

- s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,**
- (a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;**
 - (b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment;**
 - (c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection;**
 - (d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks;**
 - (e) gas or electric fireplaces and heat generating equipment other than the heating system referred to in clause (c) are inspected by a qualified individual at least annually, and that documentation is kept of the inspection;**
 - (f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service;**
 - (g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature;**
 - (h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;**
 - (i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius;**
 - (j) if the home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order; and**
 - (k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).**

Findings/Faits saillants :



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1. Procedures have not been developed and implemented to ensure that the heating ventilation and air conditioning system is cleaned and in a good state of repair.

Dark dust is present on a number of make up air diffuser vents, and/or ceiling and other surfaces in close proximity to a number of the make up air vents in resident rooms. [s. 90.(2)(c)]

2. Manufacturers specifications for the maintenance of the Carrier HVAC system units are not being followed related to air filters:

filters are to be checked every 3 to 4 weeks and changed as needed.

The filters are checked and changed twice per year by an HVAC service provider.

It was confirmed that staff of the home do not check or change the HVAC system filters.

Dark dust is present on a number of make up air diffuser vents, and/or ceiling and other surfaces in close proximity to a number of the make up air vents in resident rooms.

HVAC equipment is not maintained and cleaned at a level that meets manufacturers' specifications. [s. 90.(2)(a)]

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 to ensure that procedures are developed and implemented to ensure that the HVAC system is cleaned and maintained as per manufacturers' specifications, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.

Findings/Faits saillants :

1. Air temperatures were less than 22C in a number of resident areas at the time of inspection on August 22, 2012:
-1st floor dining room identified on the door as #15, wall mounted thermostat thermometer in the room indicated the temperature to be 22C; temperature in middle of room was identified to be 20.3C on inspector's thermometer
-thermostat thermometer in other 1st floor dining room identified the temperature to be 21C
-temperature readings on the inspector's thermometer, taken in middle of many 2nd floor northwest wing rooms ranged from 20.9 to 21.3C. Lounge thermostat thermometer indicated the temperature to be 21C.

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 to ensure that a minimum air temperature of 22 degrees Celsius is provided and maintained at all times throughout every resident room and resident accessible area within the long term care home, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 86. Accommodation services programs Specifically failed to comply with the following subsections:

s. 86. (2) Where services under any of the programs are provided by a service provider who is not an employee of the licensee, the licensee shall ensure that there is in place a written agreement with the service provider that sets out the service expectations. O. Reg. 79/10, s. 86 (2).

Findings/Faits saillants :



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1. Maintenance services is an organized program required under clause 15(1)(c) of the Act.

An identified company is a certified service provider that inspects and services the long term care home's HVAC system as per O.reg. s. 90(2)(c).

A written agreement that sets out service expectations is not in place with the HVAC service provider, identified company. [s.86.(2)]

Issued on this 10th day of September, 2012

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

A handwritten signature in cursive script, appearing to read "Wendy Benz", is written in the center of the signature box.