



**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**

**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
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 21, 2014	2014_320576_0003	S-000058-14	Complaint

Licensee/Titulaire de permis

**BOARD OF MANAGEMENT OF THE DISTRICT OF PARRY SOUND WEST
21 Belvedere Avenue, PARRY SOUND, ON, P2A-2A2**

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

**BELVEDERE HEIGHTS
21 BELVEDERE AVENUE, PARRY SOUND, ON, P2A-2A2**

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

MARSHA RIVERS (576)

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 23, 24, 25, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Nursing Administration, the Associate Director of Resident Care, registered nurses, registered practical nurses, a registered dietitian, personal support workers, maintenance personnel, a cook, food service workers, and residents.

During the course of the inspection, the inspector(s) conducted a walk-through of the home, observed the provision of resident care, reviewed resident health care records, observed lunch dining service, reviewed dietary records, and reviewed applicable nursing, health and safety, and maintenance policies.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance
Dining Observation
Infection Prevention and Control**

Findings of Non-Compliance were found during this inspection.



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.) The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care

Specifically failed to comply with the following:

s. 6. (9) The licensee shall ensure that the following are documented:

- 1. The provision of the care set out in the plan of care. 2007, c. 8, s. 6 (9).**
- 2. The outcomes of the care set out in the plan of care. 2007, c. 8, s. 6 (9).**
- 3. The effectiveness of the plan of care. 2007, c. 8, s. 6 (9).**

Findings/Faits saillants :



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1. Inspector #576 reviewed the health care records for resident #011 and resident #012. In the April 2014 medication administration record (MAR) for resident #011, it is not documented that a prescribed scheduled medication was administered on 13 occasions. In the April 2014 MAR for resident #012, it is not documented that a prescribed scheduled medication was administered on 6 occasions. The Director of Nursing Administration (DON) stated that the home's policy is for the nurse to initial the MAR when a medication is given or document that the medication was not given and the reason using the relevant numerical code. The DON confirmed that there is no initial or numerical code documented on the April 2014 MARs for residents #011 and 012 on 13 and 6 occasions respectively, however, after an investigation initiated by the home, which included a review of pharmacy returns and progress notes, the home determined that all prescribed scheduled medications were administered to residents #011 and #012.

The licensee failed to ensure that the administration of prescribed scheduled medications was documented. [s. 6. (9) 1.]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services



Specifically failed to comply with the following:

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius; O. Reg. 79/10, s. 90 (2).**

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(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; O. Reg. 79/10, s. 90 (2).**

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(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 :

1. Inspector #576 reviewed hot water temperature monitoring records for the period of January 1, 2014 to April 23, 2014. On January 30, 2014, hot water temperatures were monitored in resident bathrooms at 2300h, 0100h, 0300h, and 0500h. In 7 resident rooms, hot water temperatures exceeded 49 degrees Celsius at one or more of these times as follows:

- at 02300h, hot water temperatures exceeded 49 degrees Celsius in 6 out of 60 resident bathrooms checked;
- at 0100h, hot water temperatures exceeded 49 degrees Celsius in 4 out of 38 resident bathrooms checked;
- at 0300h, hot water temperatures exceeded 49 degrees Celsius in 1 out of 41 resident bathrooms checked; and
- at 0500h, hot water temperatures exceeded 49 degrees Celsius in 1 out of 38 resident bathrooms checked.

On February 4, 2014 at 0415h, the hot water temperature in a resident bathroom exceeded 49 degrees Celsius. The Administrator confirmed that although new mixing valves were installed on December 30, 2013 and adjusted by the contractor on February 17, 2014 to address ongoing issues with water temperatures in the home, immediate action was not taken by the home to reduce the water temperature when it was found to exceed 49 degrees Celsius in resident bathrooms on January 30, 2014



and February 4, 2014.

The licensee failed to implement procedures to ensure that immediate action was taken to reduce the water temperature when it exceeded 49 degrees Celsius. [s. 90. (2) (h)]

2. Inspector #576 reviewed the home's policies for water temperature monitoring and the document titled "Maintenance Emergency Call-in Numbers". Inspector noted that the home has 3 policies for hot water temperature monitoring that describe the procedure for responding to temperatures that do not fall within the range of 40 to 49 degrees Celsius. The procedure described in policy "Water Temperature Monitoring" dated October 29, 2007 provides instruction to the registered nurse (RN) to immediately call the maintenance person on-call, his backup, and if unable to reach either person within 30 minutes, the plumber. The procedure described in policy "Water Temperature Monitoring, # RES-1020" dated February 2003 provides instruction to the RN to immediately call the maintenance person on-call, their back-up, and finally the plumber. The procedure described in policy "Water Temperature Monitoring, policy #NR H 715" dated July 2008 provides instruction to the RN to report the water temperature to maintenance personnel for adjustment and appropriate intervention, or contact the Manager of Support Services or the Director of Care or the CEO, in that order, should the maintenance personnel not be available. The Maintenance Emergency Call-in Numbers document dated September 2013 that is posted at the nursing station provides instruction to the RN to call the CEO, if no response from the CEO then call the maintenance assistant (staff #109), if no response from staff #109 then call the on-call manager, if no response from the on-call manager after waiting 10 minutes then call staff # 109 again, if still no response then call the appropriate contractor. The Administrator confirmed that the home's policies for water temperature monitoring and the document "Maintenance Emergency Call-in Numbers" do not provide clear and consistent directions to staff. The Administrator also stated that effective October 2013, the procedure is for the RN to immediately call the Administrator if the hot water temperature is outside the range of 40 to 49 degrees Celsius.

Inspector #576 reviewed hot water temperature monitoring records for the period of January 1, 2014 to April 23, 2014. Hot water temperatures in locations where residents have access to hot water were less than 40 degrees Celsius on 16 shifts in January 2014, on 14 shifts in February 2014, on 10 shifts in March 2014, and on 3 shifts between April 1 to April 23, 2014. Hot water temperatures in tub rooms and



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shower rooms used by residents were less than 40 degrees Celsius on the following dates:

- on Wednesday January 1, 2014 at 0800h, the hot water temperature was 39.5 degrees Celsius;
- on Wednesday January 8, 2014 at 1500h, the hot water temperature was 39.0 degrees Celsius;
- on Sunday January 26, 2014 at 0830h, the hot water temperature was 39.7 degrees Celsius;
- on Wednesday February 12, 2014 at 0810h, the hot water temperature was 38.7 degrees Celsius;
- on Wednesday February 12, 2014 at 1530, the hot water temperature was 35.7 degrees Celsius;
- on Thursday February 13, 2014 at 2400h, the hot water temperature was 35.2 degrees Celsius;
- on Wednesday March 5, 2014 at 1430h, the hot water temperature was 38.8 degrees Celsius;
- on Friday March 21, 2014 at 0245h, the hot water temperature was 38.6 degrees Celsius; and
- on Friday April 4, 2014 at 1600h, the hot water temperature was 36.3 degrees Celsius.

On Sunday January 26, 2014 at 0830h, Thursday February 13, 2014 at 2400h, and Friday March 21, 2014 at 0245h, the water temperatures were checked and recorded by a RN. Staff #109 and the Administrator stated that they had not been called by an RN on these dates. The Administrator confirmed that the home did not follow its procedure for responding to hot water temperatures less than 40 degrees Celsius.

Inspector #576 noted in the hot water temperature monitoring records for September 2013, that on September 30, 2013 at 0045h, the recorded hot water temperature was 37.1 degrees Celsius. Beside this entry is a notation that states "maintenance, we report this one low every time. Waste of time having to check another location. Please fix or I will follow protocol and call you in next time". The Associate Director of Resident Care confirmed that on September 30, 2014 staff did not follow the home's procedure for responding to hot water temperatures less than 40 degrees Celsius.

The licensee failed to develop procedures that provide clear and consistent directions to staff and failed to implement procedures to ensure that the temperature of hot water serving all bathtubs and showers used by residents was maintained at a temperature



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of at least 40 degrees Celsius. [s. 90. (2) (i)]

3. Inspector #576 reviewed the home's policies on water temperature monitoring, relevant memos, and hot water temperature monitoring records for the period of January 1, 2014 to April 23, 2014. The home's policy "Water Temperature Monitoring" dated October 29, 2007 states that hot water temperature is to be monitored daily at the source and once per shift in random locations where residents have access to hot water. Inspector noted that during the period of January 1, 2014 to April 23, 2014, hot water temperatures in locations where residents have access to hot water were not recorded on 31 shifts. The Administrator confirmed that the home did not follow its own policy to monitor hot water temperatures once per shift in locations where residents have access to hot water.

The licensee failed to implement procedures to ensure that water temperature was monitored once per shift in random locations where residents have access to hot water. [s. 90. (2) (k)]

Issued on this 21st day of May, 2014

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

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