



**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
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 # / No de registre	Type of Inspection / Genre d'inspection
Feb 8, 2019	2019_703625_0001	026454-18	Complaint

Licensee/Titulaire de permis

St. Joseph's Care Group
35 North Algoma Street P.O. Box 3251 THUNDER BAY ON P7B 5G7

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

Bethammi Nursing Home
63 Carrie Street THUNDER BAY ON P7A 4J2

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

KATHERINE BARCA (625), SHARON GOERTZEN (742)

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): January 8 to 11, 14 to 18 and 22 to 25, 2019.

A complaint to the Director regarding behaviours of one resident, was inspected.

Follow-up inspection #2019_703625_0002 and Critical Incident System inspection #2019_703625_0003 were conducted concurrently with this Complaint inspection.

During the course of the inspection, the inspector(s) spoke with residents, family members, Personal Support Workers (PSWs), Registered Practical Nurses (RPNs), Registered Nurses (RNs), the RAI Coordinator/Scheduling Clerk, PSWs from the Behavioural Supports Ontario Mobile Outreach Team, a Maintenance employee, the Environmental Services Supervisor, a Registered Dietitian (RD), Directors of Care (DOCs) and the Administrator.

The Inspectors also conducted observations of the care and services provided to residents, of resident to resident interactions, of staff to resident interactions, and of behaviours exhibited by residents. The Inspectors reviewed records including resident health care records (MED e-care progress notes, electronic Medication Administration Records (eMARS), electronic Treatment Administration Records (eTARs), care plans, Kardexes, quarterly Physician Reviews, hard copy Order Sheets and Progress Notes, etc.), email communication, home's investigation files, Narcotic/Controlled Drug Records, Narcotic/Controlled Drug Inventory Records, medication related safety reports, a Pharmacy Dispensing Error Report, topical drug audits, Dietary Reports, Flow Sheet reports, RPN 24 Hour Reports, portions of employee personnel files pertaining to staff qualifications, staff schedules and relevant licensee, home and pharmacy policies and procedures.

**The following Inspection Protocols were used during this inspection:
Responsive Behaviours**



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	Légende
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 14th day of February, 2019

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

Original report signed by the inspector.