

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report

| | |
|---|------------------------------------|
| Report Issue Date: March 5, 2024 | |
| Inspection Number: 2024-1194-0001 | |
| Inspection Type: Critical Incident | |
| Licensee: Revera Long Term Care Inc. | |
| Long Term Care Home and City: Blenheim Community Village, Blenheim | |
| Lead Inspector Cassandra Taylor (725) | Inspector Digital Signature |
| Additional Inspector(s) Jennifer Evans (000816) attended this inspection. | |

INSPECTION SUMMARY

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| <p>The inspection occurred onsite on the following date(s): February 26 - 29, 2024</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00099900 - Critical Incident (CI) 2695-000019-23 relating to Infection Prevention and Control. • Intake: #00103115 - CI 2695-000022-23 - relating to Falls Prevention and Management. <p>The following intake was completed in this inspection: Intake #00104846, CI#2695-0000023-23 related to falls.</p> |
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The following **Inspection Protocols** were used during this inspection:

Infection Prevention and Control

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Safe and Secure Home
Falls Prevention and Management

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Accommodation services

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

The inspector is ordering the licensee to comply with a Compliance Order

[FLTCA, 2021, s. 155 (1) (a)]:

Specifically the licensee must:

A) Repair or replace all baseboards in the home that are peeling away from the wall or in disrepair.

Grounds

The licensee failed to ensure that the baseboards in the hallways were maintained in a good state of repair.

During an observation this inspector noticed that the baseboards were found to be peeling away from the walls in the hallways.

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During a walk through of the home with the Executive Director (ED) and Environmental Services Manager (ESM) they confirmed the baseboards were not in a good state of repair, were a risk to the residents and an Infection Control and Prevention (IPAC) concern as cleaning could not have been done properly with the peeling baseboards.

Sources: Observation of the home's baseboards and interview with the ED and ESM.
[725]

This order must be complied with by April 29, 2024

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.