



**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 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**

Central West Service Area Office  
500 Weber Street North  
WATERLOO ON N2L 4E9  
Telephone: (888) 432-7901  
Facsimile: (519) 885-9454

Bureau régional de services du  
Centre-Ouest  
500 rue Weber Nord  
WATERLOO ON N2L 4E9  
Téléphone: (888) 432-7901  
Télécopieur: (519) 885-9454

**Public Copy/Copie du public**

---

<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Aug 28, 2018	2018_508137_0023	017547-18	Complaint

---

**Licensee/Titulaire de permis**

MacGowan Nursing Homes Ltd.  
719 Josephine Street P.O. Box 1060 WINGHAM ON N0G 2W0

---

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

Braemar Retirement Centre  
719 Josephine Street North, R.R. #1 P.O. Box 1060 WINGHAM ON N0G 2W0

---

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

MARIAN MACDONALD (137)

---

**Inspection Summary/Résumé de l'inspection**

---



**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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

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

**This inspection was conducted on the following date(s): August 20-23, 2018**

**A Critical Incident Inspection (CIS), under Log #'s 033463-16, 000134-18 and 020508-18, related to falls prevention, as well as Log #019221-18, related to prevention of abuse, was completed concurrently during this Complaint Inspection.**

**A Follow up Inspection, under Log #022965-17, related to the staffing plan, was completed concurrently during this Complaint Inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Ward Clerk, Office Manager, Physician, Registered Practical Nurse, Personal Support Workers, family members and residents.**

**The Inspector also toured the home, observed care provision, staff to resident interactions, fall prevention interventions, reviewed staff education related to falls prevention and prevention of abuse, staffing plan, staffing schedules, recruitment strategies, residents' clinical records, internal investigation records and relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Safe and Secure Home  
Sufficient Staffing**

**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 28th day of August, 2018

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

**Original report signed by the inspector.**