



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

London Service Area Office
291 King Street, 4th Floor
London, ON N6B 1R8

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291, rue King, 4^{ème} étage
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**Ministère de la Santé et des Soins de
longue durée**

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Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
July 13, 2011	2011-159120-0021	L-001056-11 Complaint
Licensee/Titulaire		
MacGowan Nursing Homes Ltd., RR#1, P.O. Box 1060, Wingham, ON N0G 2W0		
Long-Term Care Home/Foyer de soins de longue durée		
Braemar Retirement Centre, 719 Josephine St., N., Wingham, ON N0G 2W0		
Name of Inspector(s)/Nom de l'inspecteur(s)		
Bernadette Susnik - Environmental Health #120		

Inspection Summary/Sommaire d'inspection

The purpose of this visit was to conduct a complaint inspection related to indoor air temperatures.

During the course of the inspection, the inspector spoke with the Director of Resident Care and Environmental Supervisor.

During the course of the inspection, the inspector conducted a walk-through of the home, including common areas and the service corridor, took air temperatures, reviewed policies and procedures and resident care related documents.

The following Inspection Protocols were used during this inspection:

- *Safe and Secure Home*

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
1 VPC
1 CO: #001

NON- COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: *The licensee has failed to comply with O. Reg. 79/10 s. 20(2). The licensee shall ensure that, if central air conditioning is not available in the home, the home has at least one separate designated cooling area for every 40 residents.*

Findings:

The home does not have central air conditioning or separate designated cooling areas to accommodate all residents. The system currently in place dehumidifies incoming air so that it modifies it slightly thereby also reducing the air temperatures slightly. However, the system does not sufficiently reduce air temperatures when outdoor temperatures are extreme, such as on July 11th and 12th, 2011. According to Environment Canada, outdoor air temperatures at 3 p.m. were 29 and 27.2°C respectively, with humidity levels between 46-50%, creating a Humidex of 34. At this level, some discomfort would be felt.

Confirmation was made, by reviewing stored data on a hygrometer set up at the main nurse's station that the air temperature in the building reached 31°C and the humidity reached 46% (Humidex 36) at some point over the last few days. The Environmental Services Supervisor and the Director of Resident Services both confirmed that the home was very hot and that the central air handling unit was not able to provide cooled air sufficiently to bring the air temperature down below that of outdoor air temperatures. During the visit, indoor air temperatures were recorded to be 26°C, with a humidity of 46%, while outdoor air temperatures were 21.5°C with a humidity of 45%.

Additional Required Action:

CO - #001 Please refer to the "Order of Inspector" Form for details.

WN#2: *The licensee has failed to comply with O. Reg. 79/10, s. 26(3)11. A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:*

11. *Seasonal risk relating to hot weather.*

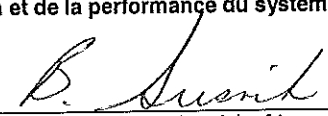
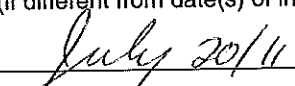
Findings:

Approximately 5 residents in the home have been identified by the Director of Resident Services as high risk for heat related illness. Information regarding the residents' heat risk status has not been added to the plan of care for the 5 residents and the plan of care does not include interventions to mitigate heat risk for these residents.



Additional Required Action:

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 plan of care includes an interdisciplinary assessment of residents who are at seasonal risk relating to hot weather.

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. 	
Title:	Date:	Date of Report: (if different from date(s) of inspection). 



Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Bernadette Susnik	Inspector ID # 120
Log #:	L-001056-11	
Inspection Report #:	2011-159120-021	
Type of Inspection:	Complaint	
Date of Inspection:	July 13, 2011	
Licensee:	MacGowan Nursing Homes Ltd	
LTC Home:	Braemar Retirement Centre	
Name of Administrator:	Archie MacGowan	

To, MacGowan Nursing Homes Ltd., you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
Pursuant to: The licensee has failed to comply with O. Reg. 79/10, s.20(2).			
<i>The licensee shall ensure that, if central air conditioning is not available in the home, the home has at least one separate designated cooling area for every 40 residents.</i>			
Order:			
<ul style="list-style-type: none"> • The home is to establish one cooling area for every 40 residents. The cooling area(s) must be "cooler" than outdoors but must not fall below a temperature of 22C. (September 25, 2011) • Develop a contingency plan to transfer residents at high risk for heat stress, who show signs of heat stress, to a location that is "cooler" than outdoors and where the Humidex is less than 30. (Immediate) • Assess all residents for heat risk. (Immediate) • The home shall monitor the indoor air temperature and humidity values at a minimum of once daily, using a hygrometer (which shows both values) to determine the "Humidex" value, using Environment Canada's Humidex Calculator. This index can also be found in the MOHLTC document entitled "Guidelines for the Prevention and Management of Heat Related Illness in Long-Term Care Homes". A Humidex value between 30 and 39 will require the initiation of heat stress interventions. (Immediate) • Educate all staff to recognize the signs and symptoms of heat stress in the elderly and the types of interventions needed to alleviate the risks. (Immediate) 			



Grounds:

The home does not have central air conditioning or separate designated cooling areas to accommodate all residents. The system currently in place dehumidifies incoming air so that it modifies it slightly thereby also reducing the air temperatures slightly. However, the system does not sufficiently reduce air temperatures when outdoor temperatures are extreme, such as on July 11th and 12th, 2011. According to Environment Canada, outdoor air temperatures at 3 p.m. were 29 and 27.2°C respectively, with humidity levels between 46-50%, creating a Humidex of 34. At this level, some discomfort would be felt.

Confirmation was made, by reviewing stored data on a hygrometer set up at the main nurse's station that the air temperature in the building reached 31°C and the humidity reached 46% (Humidex 36) at some point over the last few days. The Environmental Services Supervisor and the Director of Resident Services both confirmed that the home was very hot and that the central air handling unit was not able to provide cooled air sufficiently to bring the air temperature down below that of outdoor air temperatures. During the visit, indoor air temperatures were recorded to be 26°C, with a humidity of 46%, while outdoor air temperatures were 21.5C with a humidity of 45%.

This order must be complied with by: Immediate and September 25, 2011

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

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 was served on the Licensee.

The written request for review must include,

- (a) the portions of the order 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 or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:



Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ministère de la Santé et des Soins de longue durée

Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

**Health Services Appeal and Review Board and the
Attention Registrar**
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

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

Issued on this 20th day of July, 2011.	
Signature of Inspector:	<i>B. Susnik</i>
Name of Inspector:	Bernadette Susnik
Service Area Office:	Hamilton