



**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

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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection September 15, 2010	Inspection No/ d'inspection 2010-155-2651-15Sep111548	Type of Inspection/Genre d'inspection Critical Incident (L-00852)
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Licensee/Titulaire
Caessant-Care Nursing and Retirement Homes Limited, 264 Norwich Avenue, Woodstock N4S 3V9

Long-Term Care Home/Foyer de soins de longue durée
Cambridge Country Manor, 3680 Speedsville Road, R.R #1, Cambridge N3H 4R6

Name of Inspector(s)/Nom de l'inspecteur(s)
Sharon Perry #155

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection regarding resident behaviours.

During the course of the inspection, the inspector spoke with: Administrator, Director of Care, Associate Director of Care, MDS-RAI Coordinator, RN, RPN and PSW.

During the course of the inspection, the inspector: reviewed clinical records, reviewed internal incident reports and observed residents.

The following Inspection Protocol was used during this inspection:
Responsive Behaviours

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

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.

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-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.)

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.53(1)1

Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours:

1. Written approaches to care, including screening protocols, assessment, reassessment and identification of behavioural triggers that may result in responsive behaviours, whether cognitive, physical, emotional, social, environmental or other.

Findings:

1. **August 25, 2010 a resident was hitting co-resident on the head with a wheelchair foot rest. On September 3, 2010 resident was pulling co-resident by the back of her shirt out of room where resident resides.**
2. **The written approach to care for resident does not include behavioural triggers that may result in responsive behaviours towards other residents.**

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s.8(1)(a)

Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

(a) is in compliance with and is implemented in accordance with all applicable requirements under the Act;

Findings:

1. **Caessant Care Nursing & Retirement Homes Ltd. Nursing Policy Number NPA.6 Dealing With Aggressive Resident last reviewed July 7, 2009 states that "Resident/Resident-Detain in a geri-chair or wheelchair with rollbar if necessary." The use of roller bars are prohibited as per O.Reg. 79/10, s.112. 1.**

WN #3: The Licensee has failed to comply with O.Reg. 79/10, s.8(1)(b)

Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system,

(b) the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system, is complied with.

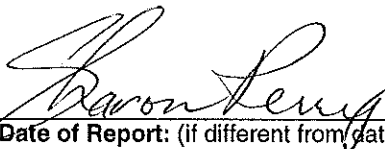
Findings:

1. **Caessant Care Nursing & Retirement Homes Ltd. Policy number NPH.2 Head Injury Routine last reviewed July 15, 2009 states "Immediately after a resident sustains a trauma to the head, the Registered Nurse in charge is to assess the resident, using the Glasgow Coma Scale". On**



August 25, 2010 after a resident was struck with a foot rest from a wheelchair causing bruising and laceration to face and arm. The Glasgow Coma Scale was not completed.

2. Caressant Care Nursing & Retirement Homes Ltd. Policy number NPH.2 Head Injury Routine last reviewed July 15, 2009 states "The physician is to be notified immediately after the initial assessment is done. If the Attending Physician is not available, the doctor that is on-call will be notified. The Attending Physician is to be notified at the earliest possible date". On August 25, 2010 after resident was stuck with a foot rest from a wheelchair by co-resident the physician was not notified until August 31, 2010.

<p>Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné</p>	<p>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.</p> 
<p>Title: _____ Date: _____</p>	<p>Date of Report: (if different from date(s) of inspection). September 29, 2010</p>