



**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**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

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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**

### **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
May 2, 2014	2014_287548_0009	O-000056- 14	Complaint

#### **Licensee/Titulaire de permis**

CARESSANT-CARE NURSING AND RETIREMENT HOMES LIMITED  
264 NORWICH AVENUE, WOODSTOCK, ON, N4S-3V9

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

CARESSANT CARE BOURGET  
2279 Laval Street, P.O. Box 99, Bourget, ON, K0A-1E0

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

RUZICA SUBOTIC-HOWELL (548)

### **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): March 10- 14, 2014**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, several registered nursing staff, several registered practical nurses, Resident#003 and family members.**

**During the course of the inspection, the inspector(s) Reviewed the Resident#003 health record, observed care and services provided to residents, interactions between staff and residents, reviewed the homes Nursing staff schedule, reviewed the home's document titled: Responsibilities for RN/RPN in Charge throughout all shifts, reviewed the home's policy titled: Documentation in Resident Health Record, dated, January 2013 and policy titled: Medication Administration, dated, November 2002.**

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

**Medication**

**Prevention of Abuse, Neglect and Retaliation**

**Recreation and Social Activities**

**Safe and Secure Home**

**Skin and Wound Care**

**There are no findings of Non-Compliance as a result of this inspection.**



**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.)  The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.  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 2nd day of May, 2014**

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