



Ministry of Health and Long-Term Care

Long-Term Care Homes Division
 Long-Term Inspections Branch

Ministère de la Santé et des Soins de longue durée

Inspection de soins de longue durée
 Division des foyers de soins de longue durée

Order(s) of the Director

under 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 Director:	Karen Simpson
Order Type:	<input type="checkbox"/> Amend or Impose Conditions on Licence Order, section 104 <input type="checkbox"/> Renovation of Municipal Home Order, section 135 <input checked="" type="checkbox"/> Compliance Order, section 153 <input type="checkbox"/> Work and Activity Order, section 154 <input type="checkbox"/> Return of Funding Order, section 155 <input type="checkbox"/> Mandatory Management Order, section 156 <input type="checkbox"/> Revocation of Licence Order, section 157 <input type="checkbox"/> Interim Manager Order, section 157
Intake Log # of original inspection (if applicable):	
Original Inspection #:	
Licensee:	Caressant Care Nursing and Retirement Homes Limited 264 Norwich Avenue Woodstock, ON N4S 3V9
LTC Home:	Caressant Care Fergus 450 Queen Street East Fergus, ON N1M 2Y7
Name of Administrator:	Charlie Warren

Background:

On September 14, 2017, as part of Inspection #2017_508137_0018, a Director Referral was made in accordance with s.152, paragraph 4 of *Long-Term Care Homes Act, 2007* (LTCHA). The Director Referral was made after the inspector reissued a fourth consecutive order to Caressant Care Nursing and Retirement Homes Limited in respect of non-compliance found at Caressant Care Fergus under the LTCHA, 2007 S.O. 2007, c.8, s. 15 (2)(a) and reissued a third consecutive order under the LTCHA, 2007 S.O. 2007, c.8, s. 15 (2)(c). This is the fifth time that Caressant



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Care Nursing and Retirement Homes Limited has been found to be in non-compliance with the LTCHA, 2007 S.O. 2007, c.8, s. 15 (2), at Caressant Care Fergus since 2014. As part of the Director's Referral, the Director has considered the scope and severity of the non-compliances identified in Inspection #2017_508137_0018, along with the licensee's history of compliance, and has determined that it is necessary to issue this Order.

Order:	#001 – Caressant Care Nursing and Retirement Homes Limited
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To Caressant Care Nursing and Retirement Homes Limited, you are hereby required to comply with the following order(s) by the date(s) set out below:

Pursuant to:

LTCHA, 2007 S.O. 2007, c.8, s. 15 The licensee shall ensure that,

- (a) the home, furnishings and equipment are kept clean and sanitary;**
- (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and**
- (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Order:

- 1) To bring in a professional cleaning company to complete a deep cleaning of the home's equipment, furnishings, floors and any other surfaces requiring cleaning with a particular focus on areas where personal care of residents is provided.
- 2) To develop and implement policies, procedures and a schedule to ensure that the home, furnishings and equipment are kept clean and sanitary, maintained in a safe condition and a good state of repair with particular attention to infection prevention and control in areas of resident care.
- 3) To develop and submit a plan to the Director outlining the repairs that need to be completed in the home and a timeline for completion of the repairs. Once the plan has been approved by the Director, to implement the plan in accordance with the timelines identified. Repairs as they relate to residents' care and safety needs and quality of life in the home, include: baseboards in residents' rooms and throughout, door frames, bathroom vanity cupboards, stained flooring, sinks with rusty stoppers impacting proper cleaning and infection prevention and control, etc.

The plan is to be submitted to Karen Simpson, Director, by fax to 613-569-9670 or courier to 347

Preston Street, Suite 420, Ottawa, Ontario, K1S 3J4 by October 20, 2017.

Grounds:

This Order is necessary given the scope and severity of the non-compliances identified in inspection #2017_508137_0018 and summarized below. As Director, I have relied on the evidence gathered in this inspection as well as evidence gathered in other inspections, all detailed below. I have also reviewed the inspection report, the Orders and the inspectors' analysis of the scope, severity and the compliance history associated with the non-compliance identified and have determined that a Director's Order is also warranted given the repeated non-compliance with s. 15(2) at this home; the impact of the non-compliance on the quality of care and quality of life of residents and the widespread nature of the non-compliance with s. 15(2) throughout the home. The Order issued on September 14, 2017 was the fourth time an Order had been issued in relation to 15(2) and despite the licensee being ordered by inspectors to ensure the home was cleaned and sanitary action was not taken as required.

This Order is being issued to ensure the licensee achieves compliance with the serious and on-going non-compliance with s. 15(2) as identified below by taking the actions identified by the Director in this Order, in addition to the actions identified by inspectors in the compliance orders issued following Inspection #2017_508137_0018.

Specific evidence of the non-compliance identified, and that is relied on by the Director is contained within the follow-up inspection report noted below as well as in other inspection reports listed in the compliance history described below in this Order.

- **September 14, 2017:** A follow-up inspection was conducted on August 24, 25, 28, and 29, 2017. The inspection report for inspection #2017_508137_0018 and Director Referral issued for CO #002 and linked to existing order: 2016_262523_0038, CO #001 & #002, was served on the licensee September 14, 2017 with compliance due date October 31, 2017. The Director Referral is in relation to LTCHA, 2007 S.O. 2007, s 8, s. 15 (2) (a) (c) The licensee failed to ensure that, (a) the home, furnishings and equipment were kept clean and sanitary, and (c) that the home, furnishings and equipment were maintained in a safe condition and in a good state of repair.
- **February 24, 2017** –Section 15(2) was re-issued as non-compliant with an Order during the Follow-up inspection #2016_262523_0038. The licensee was ordered to ensure that a process is developed and implemented that identifies which staff are responsible for the monitoring and ensuring the home, furnishings and equipment are in a safe condition and in a good state of repair.
- **August 14, 2016** – Section 15(2) was re-issued as non-compliant with an Order during the



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Resident Quality Inspection #2016_325568_0015. The licensee was ordered to ensure that the home's housekeeping policies and procedures including schedules, ensured that there was a process in place for monitoring the cleaning schedules to ensure that the home, furnishings and equipment are kept clean and sanitary. The areas identified included baseboards, floor stains in resident washrooms and tub rooms, window screens, cleaning/dusting of high level areas such as vents, resident rooms, washrooms and skylights, high touch areas such as railings, door frames to resident rooms and washrooms, washing and replacement of privacy curtains in resident rooms and tub rooms.

- **March 16, 2016** – Section 15(2) was issued as non-compliant with an Order during the 2015 Resident Quality Inspection # 2015_448155_0020 conducted in August and September of 2015. The licensee was ordered to prepare, submit and implement a plan for achieving compliance with s. 15(2). The plan had to include what immediate and long term actions will be undertaken to ensure that the home, furnishings and equipment are kept clean and sanitary. The plan also had to include who will be responsible to correct the areas of non-compliance and the dates for completion.

**This Order must be complied with
by:**

November 30, 2017



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REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to appeal this Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with this Order, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

and the

Director

c/o Appeals Clerk
Long-Term Care Inspections Branch
1075 Bay St., 11th Floor, Suite 1100
Toronto ON M5S 2B1
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 3rd day of October, 2017.	
Signature of Director:	
Name of Director:	

Version date: 2017/02/15