



**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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Division de la responsabilisation et de la performance du  
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conformité

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
July 28, 2011	2011-159120-025	L-001134-11 Complaint

**Licensee/Titulaire**  
Caressant Care Nursing And Retirement Homes Limited, 264 Norwich Avenue, Woodstock, Ontario N4S 3V9

**Long-Term Care Home/Foyer de soins de longue durée**  
Caressant Care Fergus, 450 Queen Street, E., Fergus, ON N1M 2Y7

**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 resident care.

During the course of the inspection, the inspector spoke with the Administrator, Nurse Manager, nursing staff, maintenance person and residents.

During the course of the inspection, the inspector conducted a walk-through of the home, took air temperature and humidity readings, reviewed resident clinical records and the home's policies and procedures.

The following Inspection Protocol was used during this inspection:

- *Personal Support Services*

Findings of Non-Compliance were found during this inspection.

**1 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 the LTCHA, 2007, S.O. 2007, c.8, s. 6.(1)(c). Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,**

**(c) clear directions to staff and others who provide direct care to the residents**

**Findings:**

Interventions and other directions for staff providing direct care for approximately 16 residents who have been assessed as high risk for heat-related illness were not available during the inspection. One resident's plan of care in particular was reviewed and a heat assessment was conducted in the late spring, identifying the resident as "high" risk. The resident's plan of care did not include any information with respect to when to begin heat-related interventions for the resident and what types of interventions would be needed for their specific health condition(s).

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.

*B. Susnik*

Date of Report: (if different from date(s) of inspection).

*Aug 2/11*