



**Ministry of Health and  
Long-Term Care**

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

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

**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**

**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
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## **Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du apport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Sep 23, 2015	2015_277538_0027	008328-15	Complaint

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

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

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

CARESSANT CARE ON BONNIE PLACE  
15 Bonnie Place St Thomas ON N5R 5T8

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

NANCY JOHNSON (538)

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## **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): September 10, 2015**

**During the course of the inspection, the inspector(s) spoke with Administrator, one Registered Practical Nurse, and three Residents.**

**The Inspector made observations of the home's laundry room, and reviewed Policies and Procedures related to the Complaint.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Laundry**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 89. Laundry service**



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**Specifically failed to comply with the following:**

- s. 89. (1) As part of the organized program of laundry services under clause 15 (1) (b) of the Act, every licensee of a long-term care home shall ensure that,**
- (a) procedures are developed and implemented to ensure that,**
    - (i) residents' linens are changed at least once a week and more often as needed,**
    - (ii) residents' personal items and clothing are labelled in a dignified manner within 48 hours of admission and of acquiring, in the case of new clothing,**
    - (iii) residents' soiled clothes are collected, sorted, cleaned and delivered to the resident, and**
    - (iv) there is a process to report and locate residents' lost clothing and personal items; O. Reg. 79/10, s. 89 (1).**

**Findings/Faits saillants :**

1. The licensee failed to ensure that as part of the organized program of laundry services the procedures developed to report and locate residents' lost clothing and personal items were implemented:

Record review of the home's Policy and Procedure for "Lost Clothing" dated February 2013, indicated when lost clothing is reported to the nursing department, staff are to "notify laundry of the lost article(s), and give a clear description if available; check unmarked clothing cart to locate item(s); and post a notice at the desk of item(s) missing so staff are aware."

Record review of the home's policy and procedure for "Lost Clothing System" dated February 2013, indicated "if any resident clothing item cannot be identified as per Lost Clothing policy, the Lost Clothing System policy is initiated; unidentified clothing is either hung or placed in the laundry basket for month one; at the end of the first month, month one clothing is moved to the month two section and so on; at the end of month three, the clothing will be either distributed to needing residents and/or a charity.

NOTE: The lost laundry rack should be placed on the floor for resident and family viewing twice a month."

Interviews with three Residents revealed that all of the Residents have had laundry go missing. Some of the items were found labeled in the lost and found or in the Laundry room.

Interview with a Registered staff revealed that the staff member was unaware of the home's policies and procedures for lost clothing and confirmed that the laundry department has not implemented the home's policy for lost laundry.

Staff interview with the Administrator confirmed that the home's policy and procedure for missing laundry was not implemented. It was the expectation of the home that procedures were developed and implemented. [s. 89. (1) (a) (iv)]



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***Additional Required Actions:***

***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 as part of the organized program of laundry services the procedures developed are implemented to report and locate residents' lost clothing and personal items as evidenced by:, to be implemented voluntarily.***

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Issued on this 23rd day of September, 2015

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

**Original report signed by the inspector.**