



**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**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

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

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130 Dufferin Avenue 4th floor  
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130 avenue Dufferin 4ème étage  
LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**Public Copy/Copie du public**

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<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>
Apr 4, 2016	2016_262523_0007	032175-15	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**

ALI NASSER (523)

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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): January 25, 26, 27, 28, 29, 2016 and February 1, 2, 3, 4, 5, 8, and 9, 2016.**

**This inspection was completed concurrently with the Resident Quality Inspection log # 000862-16, Complaints log # 030349-15 pertaining to care issues, 034262-15 pertaining to infection prevention, 035514-15 pertaining to care issues, 032139-15 pertaining to continence care issues and Critical Incident System logs #026751-15/2730- 000013-15 Pertaining to staff on resident abuse, 033802-15/2730-000017-15 pertaining to staff on resident abuse, 030013-15/2730-000016-15 pertaining to a resident fall and 035065-15/10730 SAC report pertaining to neglect of a resident.**

**PLEASE NOTE:**

**A Written Notification (WN # 14) under O. Reg.79/10, s. 131. (2), identified in this inspection (Log# 032175-15) will be issued under a Resident Quality Inspection # 2016\_260521\_0004 log # 000862-16 concurrently inspected during this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, one Registered Nurse, eight Registered Practical Nurse's, the RAI Coordinator, the Resident Care Coordinator, the Nutritional Manager, the Maintenance Manager, the Recreational Coordinator, twenty Personal Support Workers, one Dietary Aide, one Activity Assistant and over forty residents.**

**During the course of the inspection, the inspector(s) toured all resident home areas, the medication room, observed dining service, medication pass, provision of resident care, recreational activities, staff/resident interactions, infection prevention and control practices, reviewed resident clinical records, posting of required information and relevant policies and procedures, as well as minutes pertaining to resident and family council meetings.**

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

**Medication**

**Personal Support Services**



During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 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.



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**Issued on this 4th day of April, 2016**

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

**Original report signed by the inspector.**