



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

**Rapport d'inspection  
prévus 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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**Ministère de la Santé et des Soins de  
longue durée**

Division de la responsabilisation et de la performance du  
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**Date(s) of Inspection/Date de l'inspection**  
October 29, 2010

**Inspection No/ d'inspection**  
2010\_191\_2730\_29Oct101658

**Type of Inspection/Genre d'inspection**  
Complaint  
L-01426

**Licensee/Titulaire**

Caressant-Care Nursing and Retirement Homes Ltd., 264 Norwich Avenue, Woodstock ON N4S 3V9

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

Caressant Care on Bonnie Place, 15 Bonnie Place, St. Thomas ON N5R 5T8

**Name of Inspector/Nom de l'inspecteur**

Kim White #191

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a critical incident review related to alleged abuse of resident.

During the course of the inspection, the inspector spoke with: the Administrator, Director of Care, RAI Coordinator, Health Care Aide.

During the course of the inspection, the inspector: reviewed the records of resident and reviewed the LTCH policy and procedures related to Abuse/Neglect Prevention, and Complaint reporting.

The following Inspection Protocols were used in part or in whole during this inspection:

Prevention of Abuse and Neglect  
Reporting and Complaints.

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN  
2 VPC



### 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.

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 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-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans la 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 LTCHA, 2007, S.O. 2007, c.8, s.20 (2) (b) (c) (d). Without in any way restricting the generality of the duty provided for in section 19, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

(2) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents,

(b) shall clearly set out what constitutes abuse and neglect;

(c) shall provide for a program, that complies with the regulations, for preventing abuse and neglect;

(d) shall contain an explanation of the duty under section 24 to make mandatory reports;

#### Findings:

1. The LTCH policy and procedure dated November 2002 and titled "Abuse – Staff to Resident, Family to Resident, Resident to Resident, Resident and/or Family to Staff", does not include a definition of verbal abuse.
2. The LTCH policy and procedure dated November 2002 and titled "Abuse – Staff to Resident, Family to Resident, Resident to Resident, Resident and/or Family to Staff", does not comply with all of the regulations identified in the LTCHA 2007 specific to Prevention of Abuse and Neglect.
3. The LTCH policy and procedure dated November 2002 and titled "Abuse – Staff to Resident, Family to Resident, Resident to Resident, Resident and/or Family to Staff", does not provide an explanation of what mandatory reports are and the responsibility to make them.

Inspector ID #: 191

#### 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 their facility policy and procedure related to the Prevention of Abuse and Neglect, is updated to comply with the most recent Act and Regulations.



**WN #2:** The Licensee has failed to comply with O.Reg. 79/10, s.8 (1) (a). Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,  
(a) is in compliance with and is implemented in accordance with all applicable requirements under the Act;

**Findings:**

**1. The LTCH policies and procedures as follows:**


- March 2003 "Complaints Process"
- October 2002 "Response to Written Complaints"
- March 2007 "Job Description – Director of Nursing"

are not in compliance with all of the Reporting and Complaints content of the most recent Act and Regulations.

**Inspector ID #:** 191

**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 their facility policy and procedure related to the Complaints and Reporting, is updated to comply with the most recent Act and Regulations.

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		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.	
			
Title:	Date:	Date of Report: (If different from date(s) of inspection).	
		November 5, 2010	