



**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

London Service Area Office  
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**Ministère de la Santé et des Soins de  
longue durée**

Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
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<b>Date of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
October 7 & 8, 2010	2010_112_2730_07Oct094740	L-01414 - Follow Up
<b>Licensee/Titulaire</b> Caressant Care Nursing and Retirement Homes Limited, 264 Norwich Ave., Woodstock, ON N4S 3V9		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Caressant Care on Bonnie Place, 15 Bonnie Place, St Thomas, ON N5R 5T8		
<b>Name of Inspector/Nom de l'inspecteur(s)</b> Carole Alexander #112		

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a follow up inspection to previous complaint investigations related to the following:

- 1) resident care assessments
- 2) restraints
- 3) medications
- 4) Registered Nurse staffing

During the course of the inspection, the inspector spoke with the administrator and the DOC.

During the course of the inspection, the inspector reviewed a copy of the Registered staffing schedule for October 2010.

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

Medication Inspection Protocol  
Minimizing of restraining Inspection Protocol  
Pain Inspection Protocol

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

- 1 WN
- 1 CO: CO # 001



**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 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 LTCHA 2007, S.O. 2007 c.8 s. 8(3).  
Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations.

**Findings:**

The licensee did not have 24 hour RN coverage: October 1 X 8hours on the day shift, October 5 X 4 hours on the day shift and October 7 X 4 hours on the day shift

**Inspector ID #:** 112

**Additional Required Actions:**


CO # - 001.

**CORRECTED NON-COMPLIANCE  
Non-respects à Corrigé**

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ORDER #	INSPECTION REPORT #	INSPECTOR ID #
Long Term Care Program Manual	Unmet criteria B1.16	N/A	2010_112_2730_07Oct094740	112
Long Term Care Program Manual	Unmet criteria B1.6	N/A	2010_112_2730_07Oct094740	112
Long Term Care Program Manual	Unmet criteria B3.45	N/A	2010_112_2730_07Oct094740	112
Long Term Care Program Manual	Unmet criteria B5.4	N/A	2010_112_2730_07Oct094740	112
Long Term Care Program Manual	Unmet criteria C1.17	N/A	2010_112_2730_07Oct094740	112
Long Term Care Program Manual	Unmet criteria A1.19	N/A	2010_112_2730_07Oct094740	112



Long Term Care Program Manual	Unmet criteria M1.6	N/A	2010_112_2730_07Oct094740	112
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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: October 15, 2010	



## Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the  
*Long-Term Care Homes Act, 2007, S.O. 2007, c.8*

<b>Name of Inspector:</b>	Carole Alexander	<b>Inspector ID #</b>	112
<b>Inspection Report #:</b>	2010_112_2730_07Oct094740		
<b>Type of Inspection:</b>	Follow up to Complaint		
<b>Licensee:</b>	Caressant Care Nursing and Retirement Homes Limited 264 Norwich Ave., Woodstock, ON N4S 3V9		
<b>LTC Home:</b>	Caressant Care on Bonnie Place 15 Bonnie Place, St Thomas, ON N5R 5T8		
<b>Name of Administrator:</b>	Heather Whitfield		

To Caressant Care Nursing and Retirement Homes Limited, you are hereby required to comply with the following order by the date set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(b)
<b>Pursuant to: LTCHA, 2007, S.O.2007c.8 s.8(3)</b> Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations.			
<b>Order: The licensee is required to prepare, submit and implement a plan for achieving compliance with LTCHA, 2007, S.O. 2007 c.8 s.8(3)</b>			
<b>Grounds:</b> The licensee did not have 24 hour RN coverage: October 1 X 8hours on the day shift, October 5 X 4 hours on the day shift and October 7 X 4 hours on the day shift			
<b>This order must be complied with by:</b>		October 22, 2010	



Ontario

**Ministry of Health and Long-Term Care**  
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**Ministère de la Santé et des Soins de longue durée**  
Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

Issued on this 22nd day of October 2010.

Signature of Inspector:

Name of Inspector:

Carole Alexander

Service Area Office:

London Service Area Office