



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division Performance Improvement and Compliance Branch

London Service Area Office 291 King Street, 4th Floor LONDON, ON, N6B-1R8

Bureau régional de services de London 291, rue King, 4ième étage LONDON, ON, N6B-1R8

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Mar 2, 9, 2012, 2012_024137_0018, Critical Incident

Licensee/Titulaire de permis

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

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

CARESSANT CARE ON MARY BUCKE 4 MARY BUCKE STREET, ST. THOMAS, ON, N5R-5J6

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

MARIAN MACDONALD (137)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with Director of Care, Regional Manager/Acting Administrator, Nurse Clerk, one Registered Nurse, one Registered Practical Nurse, one Restorative Care Aide, one Dietary Aide, two housekeepers, three Personal Support Workers and one resident.

During the course of the inspection, the inspector(s) observed resident, observed staff interactions with residents, reviewed resident's clinical records, internal investigative reports, Resident Abuse policy, Whistle-blowing policy, staff education records related to Abuse and observed posting of required information.

L-002017-11

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

There are no findings of Non-Compliance as a result of this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES



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Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé 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.) The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 9th day of March, 2012

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