



**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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Date of inspection/Date de l'inspection January 25, 2011	Inspection No/ d'inspection 2011_112_2636_25Jan090243	Type of Inspection/Genre d'inspection L-01874
Licensee/Titulaire Caressant-Care Nursing and Retirement Homes Limited 264 Norwich Ave., Woodstock, ON N4S 3V9		
Long-Term Care Home/Foyer de soins de longue durée Caressant Care, Woodstock, 81 Fyfe Ave., Woodstock, ON N4S8Y2		
Name of Inspector/Nom de l'inspecteur Carole Alexander #112		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection related to the lack of confidentiality of resident health record information During the course of the inspection, the inspector spoke with: the Director of Care, Administrator, and the Food Service Supervisor. During the course of the inspection, the inspector: reviewed the home's internal investigation, staff in-service education related to residents' rights, and the home's policy "Privacy and Confidentiality" The following Inspection Protocols were used in part or in whole during this inspection: Dignity, Choice and Privacy. ☒ There are no findings of Non-Compliance as a result of this inspection.		



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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: Feb. 02, 2011	