

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

Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130, avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
May 17, 2021	2021_778563_0009	000788-21, 000789- 21, 000790-21, 000791-21, 000792- 21, 005491-21, 006371-21, 006988-21	Critical Incident System

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 Woodstock Nursing Home
81 Fyfe Avenue Woodstock ON N4S 8Y2

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

MELANIE NORTHEY (563), CHRISTINA LEGOUFFE (730), MEAGAN MCGREGOR
(721)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): May 10, 11, 12 and 13, 2021

The following Critical Incident (CI) intakes were completed within this inspection:

Log #005491-21 / CI #2636-000017-21 related to resident to resident suspected abuse

Log #006371-21 / CI #2636-000018-21 related to resident to resident suspected abuse

Log #006988-21 / CI #2636-000019-21 related to a COVID-19 Outbreak

The following inquiry intakes were completed during this inspection:

Log #006861-21 / IL-89855-LO related to a discharge complaint

Log #005270-21 / CI #2636-000014-21 related to staff to resident suspected abuse

Log #005121-21 / CI #2636-000015-21 related to staff to resident suspected abuse

Log #007593-21 / IL-90198-LO related to a Leave of Absence (LOA) complaint

The following Compliance Orders (CO) were completed within this inspection:

Follow-up to CO#001 regarding LTCHA, s. 6 (1)

Follow-up to CO#002 regarding LTCHA, s. 19 (1)

Follow-up to CO#003 regarding LTCHA, s. 20 (1)

Follow-up to CO#004 regarding LTCHA, s. 24 (1)

Follow-up to CO#005 regarding O. Reg. 79/10, s. 55

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, the Assistant Director of Care, both Resident Care Coordinators, the Resident Assessment Instrument (RAI) Coordinator, a Recreation Aide, a Housekeeper, a Dietary Aide, Registered Nurses, Registered Practical Nurses, Personal Support Workers, family members and residents.

The inspector(s) conducted a tour of the home and made observations of residents and care. The inspector(s) also observed meal and snack service, resident/staff interactions, infection prevention and control practices and active visitor screening. Relevant policies, procedures and investigation notes were also reviewed.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

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)

**The following previously issued Order(s) were found to be in compliance at the
time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de
cette inspection:**

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REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #002	2020_778563_0036	563
LTCHA, 2007 S.O. 2007, c.8 s. 20. (1)	CO #003	2020_778563_0036	563
LTCHA, 2007 S.O. 2007, c.8 s. 24. (1)	CO #004	2020_778563_0036	563
O.Reg 79/10 s. 55.	CO #005	2020_778563_0036	563
LTCHA, 2007 S.O. 2007, c.8 s. 6. (1)	CO #001	2020_778563_0036	563

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NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Légende 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 17th day of May, 2021

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

Original report signed by the inspector.