



**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

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Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Dat of Inspection/Date de l'Inspection	Inspection No/ d'Inspection	Type of Inspection/Genre d'Inspection
October 4, 2010	2010-137-2636-30Sep121123	Complaint L-01233

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 Woodstock NH, 81 Fyfe Avenue, Woodstock, ON N4S 8Y2

Name of Inspector/Nom de l'Inspecteur
Marian C. Mac Donald - # 137

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an Anonymous Complaint Inspection related to care provision.

During the course of the inspection, the inspector spoke with: Administrator, Director of Care, registered staff and PSW's.

During the course of the inspection, the inspector: observed residents, reviewed Fall Prevention policy & procedures and reviewed resident records.

The following Inspection Protocols were used in part or in whole during this inspection:
Fall Prevention, Minimizing of Restraining and Personal Support Services

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



NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avs écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régleur envoyé
CO – Compliance Order/Ordre de conformité
WAO – Work and Activity Order/Ordre: 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.6(7)
(7) The Licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings:

1. Observed resident, requiring a restraint, with seat belt unfastened.
2. Care plan was not updated and did not reflect a resident's current lift and transfer status.

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, related to care provision as specified in the plan, to be implemented voluntarily.

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.

Marian C. McDonald
Date of Report: October 5, 2010

Title: Date: