



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

**Rapport d'inspection
prévus 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
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Direction de l'amélioration de la performance et de la
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Public Copy/Copie Public

Date of Inspection/Date de l'inspection August 25, 2010	Inspection No/ d'inspection 2010-137-2636-25Aug093745	Type of Inspection/Genre d'inspection Critical Incident 2636-000021-10 L-10244
Licensee/Titulaire Caressant Care Nursing and Retirement Homes Ltd. 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 N4S 8Y2		
Name of Inspector(s)/Nom de l'inspecteur(s) Marian C. Mac Donald - # 137		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a Critical Incident inspection.		
During the course of the inspection, the inspector spoke with: Administrator, Director of Care, Corporate Consultant, RPN, PSW and resident.		
During the course of the inspection, the inspector: reviewed the resident's records and the Home's "Resident Abuse" policy.		
There were no Inspection Protocols used in part or in whole during this inspection:		
☒ Findings of Non-Compliance were found during this inspection. The following action was taken: [2] WN [2] VPC		

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.3(1)1

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respect the resident's dignity.

Findings: For the resident identified in the CIS report, the incident of verbal abuse was witnessed.

Inspector ID #: 137

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 abuse, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with : LTCHA, 2007, S.O 2007, c.8, s.3(1)2

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

2. Every resident has the right to be protected from abuse.

Findings:

For the resident identified in the CIS report, the incident of verbal abuse was witnessed.

Inspector ID #: 137

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 abuse, to be implemented voluntarily.



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

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.
		<i>Marian C. Macdonald</i>
Title:	Date:	Date of Report: August 26, 2010