

South West Region

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Name of Long-Term Care Facility Carlingview Manor 2330 Carling Avenue Ottawa, ON K2B 7H1	Date of review From _____ To _____		Ministry Representative Gillian Chamberlain, Michelle Edwards	
	Type of review Critical Incident	Plan submitted by Matthew Carroll	Plan receipt date October 5, 2018	

Standard/Criteria	Ministry review/inspection results	LTC Facility plan of corrective action	Responsible party	Target date
O. Reg 79/10 c.8 s. 5.	Order/Ordre : The licensee shall prepare, submit and implement a plan for achieving compliance under s.5 (1) of the LTCHA. This plan shall include: 1. A written procedure, outlining the preventative maintenance(PM) requirement under s. 90 (1) b. of O. Reg 79/10, for the windows and all window parts, including but not limited to panels, sashes, frames, brackets locks, screens and screws/bolts) Specific information must be documented in the procedure including but not limited to, information which ensures the following: all windows panels are secured in the window frame, window panels cannot be removed from the window frames without tools, the windows cannot be opened to more than 15 centimeters, windows are in a good state of repair and reporting	All windows were inspected and secured by placing limiting screws in the window channels preventing the ability to remove the windows from their frame.	Matt Carroll	05/30/2018
		Preventative Maintenance procedure has been updated to reflect: panels, sashes, frames, brackets locks, screens and screws/bolts as part of the PM Window audit.	Adam Moy	10/31/2018
		Procedure will include: panels are secured in the window frame, window panels cannot be removed from the window frames without tools, the windows cannot be opened to more than 15 centimeters, windows are in a good state of repair and reporting	Adam Moy	10/31/2018

	<p>requirements related to safety concerns are met within the home. The procedure must also outline the documentation requirements for the preventative maintenance and auditing process.</p> <p>2. A revision of the window cleaning procedure at the LTC home, including outlining the requirements for housekeeping staff to ensure window safety within the home when cleaning. This must include but is not limited to the windows must not be removed without permission from the management of the home and during cleaning of the windows, housekeeping staff will ensure that the windows are in a good state of repair and any safety concerns related to windows are to be immediately reported to the management of the LTC home.</p> <p>3. An auditing schedule and to ensure audits are carried out and corrective actions, if required, are taken in a timely manner. This must include an appropriate auditing frequency. The audits are to be completed by the Environmental Services Manager (ESM) or appropriately trained designate. The ESM must ensure that any corrective actions are being implemented, that the window panels are secured in the window frame, the window panels cannot be removed from the window frames by</p>	<p>requirements related to safety concerns are met within the home. Procedure includes documentation requirements for the preventative maintenance and auditing process.</p> <p>2. Window cleaning procedure will be revised to include: to the windows must not be removed without permission from the management of the home and during cleaning of the windows, housekeeping staff will ensure that the windows are in a good state of repair and any safety concerns related to windows are to be immediately reported to the management of the LTC home.</p> <p>3. An auditing schedule has been created and includes: that the window panels are secured in the window frame, the window panels cannot be removed from the window frames by any residents. Window safety audits will be completed quarterly.</p>	<p>Adam Moy</p> <p>Adam Moy Matt Carroll/Dan Goyer</p>	<p>10/31/2018</p> <p>10/31/2018</p>
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	<p>any residents, especially those with exit seeking behaviors.</p> <p>4. Education session, the content of which must include, but is not limited to:</p> <p>i: A written procedure (as per point one), outlining the preventative maintenance requirement under s. 90 (1) b. of O. Reg 79/10, for the windows and all window parts.</p> <p>ii. A revision of the window cleaning procedure at the LTC home, including outlining the requirements for housekeeping staff to ensure window safety within the home when cleaning (as per point two).</p> <p>iii. The auditing schedule and requirements (as per point three).</p> <p>iv. PM's as per above items one, two and three for maintenance staff and item two for housekeeping staff, and the responsibilities of maintenance and housekeeping staff specifically related to window safety within the home.</p> <p>This education training session is mandatory for all maintenance and housekeeping staff. The education must be provided by an appropriately trained individual/s. The Licensee must also develop a schedule for when the education training sessions(s) will be delivered.</p>	<p>4.All Maintenance/Housekeeping staff will be educated on:</p> <p>a) The written procedure outlining the preventative maintenance requirement for windows. b) A revision of the window cleaning procedure at the LTC home, including outlining the requirements for housekeeping staff to ensure window safety within the home when cleaning</p> <p>c) The auditing schedule and requirements</p> <p>d)PM's as per above items one, two and three for maintenance staff and item two for housekeeping staff, and the responsibilities of maintenance and housekeeping staff specifically related to window safety within the home</p> <p>Sessions to be completed by November 16, 2018</p> <p>Training to be facilitated by: Adam Moy, National Director of Environmental Services</p> <p>Signage will be obtained from all staff in attendance and a record of the training will be placed on their employee file</p> <p>Any staff who cannot attend the mandatory education by Nov 30th will not be able to return to work until this education is complete.</p>	<p>Adam Moy/Matt Carroll/Dan Goyer</p>	<p>11/16/2018</p>
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	<p>5. A monitoring process, to ensure that where a resident demonstrating exit seeking behaviors requires safety checks, those checks are provided at the frequency set out in the residents' plan of care; and,</p> <p>6. A process through which the needs of residents' who demonstrate exit seeking behaviors are assessed and reassessed on a regular basis, whenever there is a change in the resident's condition, and whenever the interventions in place were not effective, to ensure that they remain safe in the home.</p>	<p>5. Immediate Action: Each nurse will ensure all behavior monitoring is completed at the end of their shift. Reminders to front line staff will be given at beginning of each shift.</p> <p>6. Weekly Behavior Rounds will be implemented in each home area. These will be led by the Internal BSO Team and will:</p> <ol style="list-style-type: none"> 1. Review all residents with responsive behaviors. 2. The review will include a discussion around current behaviors and each strategy/intervention and identify and document if each strategy/intervention is effective or ineffective. 3. The plan of care will be updated during/immediately following each meeting by the BSO team. 4. The minutes of the weekly meetings will be shared within the home as part of the BSO binder, with new changes highlighted within shift report. <p>Long Term: Home will implement a Move in Risk Assessment and Plan for any residents who are identified as an Elopement Risk or Risk of Responsive Behaviors. This is currently being piloted in another home and as soon as the pilot is complete, Carlingview will implement.</p>	<p>Sarah Bradshaw, Angela Bellantoni, Richale Singer, Registered Staff</p> <p>Evelyn Franklin/ Stephanie Lapensee</p> <p>Angela Bellantoni, Shelley Mackenzie, Vanessa Goldrick, Kulvinder Komal, Registered Staff</p>	<p>11/30/2018</p> <p>11/30/2018</p> <p>Jan/Feb 2019</p>
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