

**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**Ottawa Service Area Office
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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
Jun 2, 2020	2020_621755_0006	008950-20, 009638-20	Complaint

Licensee/Titulaire de permisRevera Long Term Care Inc.
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4**Long-Term Care Home/Foyer de soins de longue durée**Carlingview Manor
2330 Carling Avenue OTTAWA ON K2B 7H1**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

MANON NIGHBOR (755), LINDA HARKINS (126)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): May 21, 22, 25,26,27,28, 29, 2020.

This inspection was related to (Log # 08950-20, 09638-20) concerning palliative care, pain management, infection and control, resident's transfer, alleged abuse, skin integrity and pest control.

During the course of the inspection, the inspector made observations, interviews with staff and management, reviewed resident health care records, proof of service invoices for pest control, Emergency Drug Box medications list, Palliative Care Education materials and Champlain Health Region Incident Command visit summary document.

During the course of the inspection, the inspector(s) spoke with Revera National Director of Long Term Care, Administrator, Revera Regional Manager of Residents and Services, Revera Manager of Clinical Information, Director of Care, Assistant Director of Care, Nurse Practitioner, Nurses, the Pharmacist, Personal Care Workers, Manager of Deployment staff from the Queensway Carleton Hospital and residents.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control

Medication

Pain

Personal Support Services

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)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

Issued on this 4th day of June, 2020

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

Original report signed by the inspector.