

**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**

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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
Oct 14, 2020	2020_809733_0008	002775-20, 002940- 20, 003840-20, 005943-20, 010390- 20, 012932-20	Complaint

Licensee/Titulaire de permis

Carlingview Manor Operating 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

MARK MCGILL (733), MEGAN MACPHAIL (551)

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): August 31, September 1,2,3,4,8,9,10,11,14,15,16,17,18,21, 2020

Log 002775-20 is related to personal items not being returned.

Log 002940-20 is related to oral care and language.

Log 005943-20 is related to misappropriation of money and care provided.

Log 010390-20 is related to alleged abuse/neglect, bathing, infection prevention control measures.

Log 012932-20 is related to alleged neglect, short staffing, continence care and bowel management, infection prevention control measures.

Log 003840 is related to a bed refusal.

During the course of the inspection, the inspectors made observations related to the provision of care to residents, interviewed staff and management and reviewed health care records.

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, the Business Office Manager, the Resident Services Coordinator, Clinical Managers, Nursing Payroll/Scheduling, Behavioural Supports Ontario (BSO) Registered Practical Nurses (RPNs). Personal Support Workers (PSWs)

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Admission and Discharge

Continence Care and Bowel Management

Infection Prevention and Control

Personal Support Services

Sufficient Staffing

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 18th day of November, 2020

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

Original report signed by the inspector.