



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

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

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

Ottawa Service Area Office  
347 Preston St, 4th Floor  
OTTAWA, ON, K1S-3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347, rue Preston, 4<sup>ième</sup> étage  
OTTAWA, ON, K1S-3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

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

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 31, 2014	2014_286547_0004	O-001179- 13	Follow up

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

**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**

LISA KLUKE (547)

**Inspection Summary/Résumé de l'inspection**



**Ministry of Health and  
Long-Term Care**

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

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): January 16-17, 2014**

**During the course of the inspection, the inspector(s) spoke with the Executive Director, Assistant Executive Director, Director of Care, Staff Development Coordinator, Clinical Manager, a Registered Nurse, several Registered Practical Nurses, several Personal Support Workers and Residents.**

**During the course of the inspection, the inspector(s) reviewed the health care records of three residents, reviewed policy related to Contenance Care, Medical Directive for Medication, Compliance Plan from the home, important messaging to staff notices, Complex Alert Documentation Reports and observations on resident care units.**

**The following Inspection Protocols were used during this inspection:  
Contenance Care and Bowel Management**

**Findings of Non-Compliance were found during this inspection.**



**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>Legendé</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>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 131. Administration of drugs Specifically failed to comply with the following:**

**s. 131. (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 79/10, s. 131 (2).**

**Findings/Faits saillants :**



Ministry of Health and  
Long-Term Care

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

Ministère de la Santé et des  
Soins de longue durée

Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée

1. The licensee has failed to comply with LTCHA 2007, c. 8, r.131 (2) in that the licensee did not ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber.

Resident #002 has a history of constipation. Resident #003 has a diagnosis of Diverticular disease of the intestine and a history of constipation. Both residents had the following physician's orders:

- Bowel Protocol 1- no BM x 3 days - Milk of Magnesia 30mL (PRN)
- Bowel Protocol 2- no BM x 4 days - Dulcolax Suppository 10MG (PRN)
- Bowel Protocol 3 - Fleet Enema x1 (PRN)

On specified dates in December 2013, and January 2014 resident #003 did not receive the prescribed medication and treatment for bowel management as indicated in the physician's orders.

On another specified date in December 2013 both Resident #002 and Resident #003 did not receive the prescribed medication for bowel management as indicated in the physician's orders.

Interview with the Director of Care confirmed the intent of the physician's orders for these residents related to bowel management.

Interviews with both staff #204 and staff #208 confirmed they had a common understanding with the Director of Care of the intent of the physician's orders for bowel management.

As such, the licensee did not ensure that drugs for bowel management are administered to residents in accordance with the physician's orders. [s. 131. (2)]

***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 to ensure that drugs related to bowel management are administered to residents in accordance with the directions for use specified by the prescriber, to be implemented voluntarily.***

---

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/  
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**



Ministry of Health and  
Long-Term Care

Ministère de la Santé et des  
Soins de longue durée

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

Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée

**COMPLIED NON-COMPLIANCE/ORDER(S)  
REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:**

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 3.	WN	2013_199161_0013	547
LTCHA, 2007 S.O. 2007, c.8 s. 6. (7)	CO #001	2013_225126_0033	547

Issued on this 11th day of February, 2014

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

Lisa Klutke