

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

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

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Oct 8, 2019	2019_603194_0019	004944-18, 006507-18, 030450-18, 012054-19, 015343-19, 015426-19, 017548-19	Critical Incident System

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**Licensee/Titulaire de permis**

The Royale Development GP Corporation as general partner of The Royale Development LP  
302 Town Centre Blvd. Suite 300 MARKHAM ON L3R 0E8

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**Long-Term Care Home/Foyer de soins de longue durée**

Case Manor Care Community  
28 Boyd Street P.O. Box 670 BOBCAYGEON ON K0M 1A0

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CHANTAL LAFRENIERE (194), CAROLINE TOMPKINS (166)

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

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): September 4, 5, 6, 9, 10 and 11, 2019**

**The following inspections were conducted:**

**Log # 004944-18, related to falls**

**Log # 006507-18, related to falls**

**Log # 030450-18, related to falls**

**Log # 012054-19, related to falls**

**Log # 015343-19, related to resident to resident abuse**

**Log # 015426-19, related to falls**

**Log # 017548-19, related to resident to resident abuse**

**During the course of the inspection, the inspector(s) spoke with Residents, Administrator, Director of Care (DOC), Assistant Director of Care (ADOC), Behavioural Support Ontario (BSO), Registered Nurse (RN), Registered Practical Nurse (RPN), and Personal Support Worker (PSW)**

**Observed staff to resident provision of care, resident to resident interactions. Reviewed clinical health records of identified residents, internal abuse investigations, falls and abuse policies and BSO documentation.**

**The following Inspection Protocols were used during this inspection:**

**Falls Prevention**

**Prevention of Abuse, Neglect and Retaliation**

**Responsive Behaviours**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 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>

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services**

**Specifically failed to comply with the following:**

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

**Findings/Faits saillants :**

The licensee failed to ensure that home, furnishing and equipment were maintained in a safe condition and in a good state or repair.

Related to Log # 012054-19:

On an identified date a Critical Incident Report (CIR) was submitted to the Director, reporting an incident that caused an injury to resident #001 and for which resident #001 was transferred to the hospital for further assessment.

Review of the CIR documentation indicated that on an identified date, a co-resident alerted staff that resident #001 sustained a fall. RPN #110 provided assistance to resident #001. When assessed the resident complained of pain and limited movement.

Resident #001 was transferred to the hospital, assessed and sent back to the home, indicating there was no injury. Later on that same date, the hospital contacted the home and advised that the resident had sustained an injury and should return to the hospital for further treatment. The resident was transferred back to the hospital.

Review of clinical documentation indicated that, a specified date after treatment, resident #001 sustained another fall. The fall prevention equipment was in place but not functioning.

Review of resident #001's current plan of care indicated a number of interventions and equipment to be used related to falls.

Personal Support Workers (PSW) were interviewed by Inspector #166, however were unable to recall the resident's fall on the identified date. Review of resident #001's clinical health records indicated on the identified date, when the resident fell, the falls prevention equipment was in place but not functioning.

The licensee has failed to ensure that the home, furnishing and equipment were in a safe condition and in a good state of repair on an identified date when the resident falls prevention equipment did not function. [s. 15. (2) (a)]

***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 by ensuring that the home, furnishing and equipment are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.***

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Issued on this 18th day of October, 2019

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

**Original report signed by the inspector.**