



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

**Rapport d'inspection  
prévue le *Loi de 2007  
les foyers de soins de  
longue durée***

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

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de  
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<b>Date(s) of inspection/Date de l'inspection</b> March 4, 2011	<b>Inspection No/ d'inspection</b> 2011_134_2886_04Mar120126	<b>Type of Inspection/Genre d'inspection</b> Complaint- Log # O-002551
<b>Licensee/Titulaire</b> Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga, ON, L5R 4B2, Phone: 289-360-1200 and fax: 289-360-1201		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Centre de Soins de Longue Durée Montfort, 705, Chemin Montréal, Ottawa, ON, K1K 0T1 fax # 613 746-4238		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Colette Asselin, # 134		

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a complaint inspection related to care and services.

During the course of the inspection, the inspector spoke to the informant, Director of Nursing, the Registered Practical Nurse in charge of the unit on day shift and the Documentation Manager.

During the course of the inspection, the inspector reviewed the resident's health records, reviewed the Medical Directives and the bowel management protocol.

The following Inspection Protocols were used during this inspection:

- Contenance Care and bowel management

Findings of Non-Compliance were found during this inspection. The following action was taken:

1 WN



**NON-COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régisseur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with the LTCHA, 2007, SO. 2007, c 8 s6

(1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

- (a) the planned care for the resident;
- (b) the goals the care is intended to achieve; and
- (c) clear directions to staff and others who provide direct care to the resident.

**Findings:**

1. The home has a generic bowel management protocol, which is used for the identified resident.
2. The care plan was reviewed. The interventions are not clear as to what interventions staff is to carry out when the resident has no bowel movement for several days. There are no clear objectives of care as to frequency and consistency of stools expected and no clear interventions addressing individualized bowel management regime for the resident.

**Inspector ID #:** 134

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.

Title: Date:

Date of Report: March 15, 2011