



**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

London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

Bureau régional de services de London
291, rue King, 4^{ém} étage
London ON N6B 1R8

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

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

Telephone: 519-675-7680
Facsimile: 519-675-7685

Téléphone: 519-675-7680
Télécopieur: 519-675-7685

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
May 4, 2011	2011-145-2712-03May102208	Complaint L-000445-11

Licensee/Titulaire
Meritas Care Corporation
567 Victoria Avenue, Windsor, ON N9A 4N1

Long-Term Care Home/Foyer de soins de longue durée
Chateau Park Long Term Care Home
2990 Riverside Drive West, Windsor, ON N9C 1A2

Name of Inspector/Nom de l'inspecteur
Karin Mussart, #145

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Complaint inspection, with respect to Housekeeping.

During the course of the inspection, the inspector spoke with: Director of Care and Environmental Services Manager.

During the course of the inspection, the inspector: Reviewed Policy and Procedures relating to maintenance and housekeeping; toured home and viewed 13 resident rooms as well as common areas.

The following Inspection Protocols were used in part or in whole during this inspection: Accommodation Services- Housekeeping and Maintenance.

Findings of Non-Compliance were found during this inspection. The following action was taken:
4 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 LTCHA, 2007, S.O., c.8, s.5 Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

Findings:

1. In two resident rooms, noted that leg rests for a wheelchair, were stored off the chairs and on the floor in plain sight.

WN #2: The Licensee has failed to comply with O.Reg. 79/10, s.87(2)(a)(i)(ii).

(2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;

Findings:

1. In a resident room observed debris on the floor under one bed. In a resident room, noted a large spill under one bed which was dry at approx. 3:30 pm.

2. In a resident room observed privacy curtain for 1 bed stained.

3. In the Spa room noted that privacy curtain near the toilet was stained.



WN #3: The Licensee has failed to comply with O.Reg. 79/10, s.90(2)(c).
(2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection;

Findings:

1. The home has policy and procedures relating to cleaning of the ventilation and air conditioning system, however noted that ventilation
2. vents in resident room washrooms were blocked with an accumulation of dust.

WN #4: The Licensee has failed to comply with O.Reg. 79/10, s.90(2)(d).

(2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks.

Findings:

1. Observed in two resident rooms that the washroom sinks were rusting and in one resident room that the sink was chipped.
2. In two resident rooms the sink vanity counter in the washrooms were damaged with bare wood showing.
3. In two resident rooms the caulking at the base of the toilet was stained.

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: (if different from date(s) of inspection).