



**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

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

**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: 613-569-5602
Facsimile: 613-569-9670

Téléphone: 613-569-5602
Télécopieur: 613-569-9670

		Licensee Copy/Copie du Titulaire	X Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection May 26 and June 09, 2011	Inspection No/ d'inspection 2011_102_2639_30May114605	Type of Inspection/Genre d'inspection Follow up Log # O-002988-10	
Licensee/Titulaire Community Lifecare Inc. 1955 Valley Farm Road, 3 rd Floor Pickering, Ontario L1V 1X6 Fax # 905 831 1802			
Long-Term Care Home/Foyer de soins de longue durée Community Nursing Home (Port Hope) 20 Hope Street South Port Hope, Ontario L1A 2M8 Fax # 905 885 6368			
Name of Inspector(s)/Nom de l'inspecteur(s) Wendy Berry (102)			
Inspection Summary/Sommaire d'inspection			



The purpose of this inspection was to conduct a follow up inspection related to privacy curtains. Upon entering the home, doors to stairways were noted to not be equipped with an audible alarm system.

During the course of the inspection, the inspector spoke with: the Administrator, Director of care, several registered and non registered nursing staff, a contract worker and a few residents.

During the course of the inspection, the inspector: checked privacy curtains in a number of residents rooms; checked door security on several doors.

The following Inspection Protocols were used in part or in whole during this inspection: Safe and Secure Home.

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

1 WN
1 CO: CO # 001

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

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 O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:

- I. All doors leading to stairways and the outside of the home must be,
 - iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and
 - A. is connected to the resident-staff communication and response system, or
 - B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.



Findings:

While in the long term care home conducting a follow up inspection related to privacy curtains, it was determined that doors leading to stairways are not equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and is connected to the resident-staff communication and response system, or is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door:

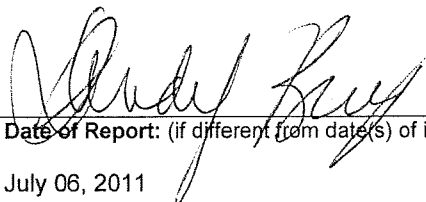
1. The door leading from the 2nd floor corridor into the central stairway at the Hope Street entrance was checked.
2. The doors leading from the 1st and 2nd floor corridors into the stairway across from the elevator were checked.
3. The Administrator indicated that doors leading into all stairways in the home are not equipped with or connected to an alarm system.
4. Not all doors leading to stairways and the outside of the Long term care home were checked during this inspection.

Inspector ID #: 102

Additional Required Actions:

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

CORRECTED NON-COMPLIANCE Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
O. Reg. 79/10, s.13	CO	001	201_102_2639_17Sep102901	102

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).	
		July 06, 2011	



Ministry of Health and Long-Term Care
 Health System Accountability and Performance Division
 Performance Improvement and Compliance Branch

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

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Wendy Berry	Inspector ID # 102
Log #:	Log # O-002988-10	
Inspection Report #:	2011_102_2639_30May114605	
Type of Inspection:	Follow Up	
Date of Inspection:	May 26 and June 09, 2011	
Licensee:	Community Lifecare Inc. 1955 Valley Farm Road, 3 rd Floor Pickering, Ontario L1V 1X6 Fax # 905 831 1802	
LTC Home:	Community Nursing Home (Port Hope) 20 Hope Street South Port Hope, Ontario L1A 2M8 Fax # 905 885 6368	
Name of Administrator:	Nancy Jordan	

To, Community Lifecare Inc. you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
<p>Pursuant to: O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:</p> <p>1. All doors leading to stairways and the outside of the home must be,</p> <p>iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and</p> <p>A. is connected to the resident-staff communication and response system, or</p> <p>B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.</p>			



Order: All doors leading to stairways and the outside of the home are to be equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and the alarm is to be

- connected to the resident-staff communication and response system, or
- connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door

Grounds: While in the long term care home conducting a follow up inspection related to privacy curtains, it was determined that doors leading to stairways are not equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and is connected to the resident-staff communication and response system, or is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door:

1. The door leading from the 2nd floor corridor into the central stairway at the Hope Street entrance was checked.
2. The doors leading from the 1st and 2nd floor corridors into the stairway across from the elevator were checked.
3. The Administrator indicated that doors leading into all stairways in the home are not equipped with or connected to an alarm system.
4. Not all doors leading to stairways and the outside of the Long term care home were checked during this inspection.

Not all doors leading to stairways and the outside of the Long term care home were checked during this inspection.

This order must be complied with by: December 01, 2011

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor



Ministry of Health and Long-Term Care
 Health System Accountability and Performance Division
 Performance Improvement and Compliance Branch

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

Toronto, ON M4V 2Y2
 Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

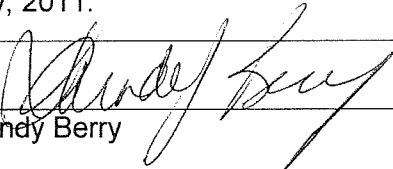
The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
 Attention Registrar
 151 Bloor Street West
 9th Floor
 Toronto, ON
 M5S 2T5

Director
 c/o Appeals Clerk
 Performance Improvement and Compliance Branch
 55 St. Claire Avenue, West
 Suite 800, 8th Floor
 Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Issued on this 11th day of July, 2011.	
Signature of Inspector:	
Name of Inspector:	Wendy Berry
Service Area Office:	Ottawa