



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 prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance

Division

Performance Improvement and Compliance Branch

Division de la responsabilisation et de la

performance du système de santé

Direction de l'amélioration de la performance et de la conformité

London Service Area Office

291 King Street, 4th Floor

LONDON, ON, N6B-1R8

Telephone: (519) 675-7680

Facsimile: (519) 675-7685

Bureau régional de services de London

291, rue King, 4<sup>ème</sup> étage

LONDON, ON, N6B-1R8

Téléphone: (519) 675-7680

Télécopieur: (519) 675-7685

Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Apr 20, 25, 26, 2012	2012_089115_0020	Complaint

Licensee/Titulaire de permis

COPPER TERRACE LIMITED

284 CENTRAL AVENUE, LONDON, ON, N6B-2C8

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

COPPER TERRACE

91 TECUMSEH ROAD, CHATHAM, ON, N7M-1B3

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

TERRI DALY (115)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Director of Care, two Nurse Managers, the Food Services Supervisor, one Registered Practical Nurse, two Personal Support Workers, two Dietary Aides and one resident.

During the course of the inspection, the inspector(s) reviewed the clinical records of four residents, observed care and services including dining room service, reviewed policies and procedures related to Log# L-000332-12.

The following Inspection Protocols were used during this inspection:

Continence Care and Bowel Management

Dining Observation

Reporting and Complaints

Skin and Wound Care

There are no findings of Non-Compliance as a result of this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES



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<b>Legend</b> WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b> WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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.)  The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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.  Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 26th day of April, 2012

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