



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 sous la Loi de 2007 sur les foyers de soins de longue durée

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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

**Public Copy/Copie du public**

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 4, 2013	2013_216144_0069	L-000751-13	Complaint

**Licensee/Titulaire de permis**

GROSVENOR HEALTH CARE PARTNERSHIP (NO. 4)  
150 WATER STREET SOUTH, CAMBRIDGE, ON, N1R-3E2

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

COUNTRY VILLAGE HEALTH CARE CENTRE  
440 County Road 8, R. R. #2, Woodslee, ON, N0R-1V0

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

CAROLEE MILLINER (144)

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

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

This inspection was conducted on the following date(s): October 2, 2013

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Support Services Supervisor, one Registered Practical Nurse and two Personal Service Workers.

During the course of the inspection, the inspector(s) reviewed one resident health record, the home's policies related to the Wound and Skin and Pain Assessment & Symptom Management Programs and observed lunch service in one dining room.

The following Inspection Protocols were used during this inspection:



**Continence Care and Bowel Management**

**Pain**

**Skin and Wound Care**

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

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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Issued on this 4th day of October, 2013

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

*CAROLEE MILLINER,*