



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

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

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

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

Health System Accountability and Performance  
Division  
Performance Improvement and Compliance Branch  
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jul 27, Aug 8, 2011	2011_090172_0009	Critical Incident

**Licensee/Titulaire de permis**

CRAIGWIEL GARDENS  
221 MAIN STREET, R. R. #1, AILSA CRAIG, ON, N0M-1A0

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

CRAIGHOLME  
221 MAIN STREET, R. R. #1, AILSA CRAIG, ON, N0M-1A0

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

JOAN WOODLEY (172)

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

The purpose of this inspection was to conduct a Critical Incident Inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, 2 Registered Nurses, 1 Registered Practical Nurse, 2 Housekeeping/laundry Aides, 1 Health Care Aide, and 5 Personal Support Workers,

During the course of the inspection, the inspector(s) completed record and policy reviews, interviewed staff and observed care.

The following Inspection Protocols were used in part or in whole during this inspection:

Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection.

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

Definitions	Définitions
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 20. Policy to promote zero tolerance**  
**Specifically failed to comply with the following subsections:**

- s. 20. (2) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents,**  
**(a) shall provide that abuse and neglect are not to be tolerated;**  
**(b) shall clearly set out what constitutes abuse and neglect;**  
**(c) shall provide for a program, that complies with the regulations, for preventing abuse and neglect;**  
**(d) shall contain an explanation of the duty under section 24 to make mandatory reports;**  
**(e) shall contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;**  
**(f) shall set out the consequences for those who abuse or neglect residents;**  
**(g) shall comply with any requirements respecting the matters provided for in clauses (a) through (f) that are provided for in the regulations; and**  
**(h) shall deal with any additional matters as may be provided for in the regulations. 2007, c. 8, s. 20 (2).**

**Findings/Faits sayants :**

1. Craigwiell Gardens' Resident Abuse Policy August 2010, revealed definitions that are not consistent with, the definitions found in the LTCHA, 2007, S.O. 2007, c.8, s.20(2)(b)
2. Craigwiell Gardens' Resident Abuse Policy, August 2010, revealed no program for preventing abuse and neglect. Item No. 3 gives direction to "protect from risk of any further abuse by taking immediate action" but no reference to a program to prevent abuse or neglect initially. [LTCHA, 2007, S.O. 2007, c.8, s.20(2)(c)]
3. Craigwiell Gardens' Resident Abuse Policy, August 2010, revealed reference to the Long Term Care Facilities Program manual 0806-01 and indicates "the Ministry of Health will be notified of the incident of resident abuse or suspected resident abuse at the earliest possible time," as opposed to an explanation of the duty to make mandatory reports. [LTCHA, 2007, S.O. 2007, c.8, s.20(2)(d)]

**Additional Required Actions:**

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance, to be implemented voluntarily.***

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 96. Policy to promote zero tolerance**  
**Every licensee of a long-term care home shall ensure that the licensee's written policy under section 20 of the Act to promote zero tolerance of abuse and neglect of residents,**

- (a) contains procedures and interventions to assist and support residents who have been abused or neglected or allegedly abused or neglected;**  
**(b) contains procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate;**  
**(c) identifies measures and strategies to prevent abuse and neglect;**  
**(d) identifies the manner in which allegations of abuse and neglect will be investigated, including who will undertake the investigation and who will be informed of the investigation; and**  
**(e) identifies the training and retraining requirements for all staff, including,**  
**(i) training on the relationship between power imbalances between staff and residents and the potential for abuse and neglect by those in a position of trust, power and responsibility for resident care, and**  
**(ii) situations that may lead to abuse and neglect and how to avoid such situations. O. Reg. 79/10, s. 96.**

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**Findings/Faits sayants :**

1. Craigwiel Gardens' Resident Abuse Policy did not reveal any reference to a program for the prevention of abuse and neglect. Item No.3 gives direction to " protect from risk of any further abuse by taking immediate action." [O.Reg.79/10, s.96.(c)]
2. Craigwiel Gardens' Resident Abuse Policy did not reveal any reference to a program to assist and support residents who have been abused or neglect or allegedly abused or neglected. [O.Reg. 79/10, s.96.(a)]

**Additional Required Actions:**

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance , to be implemented voluntarily.***

Issued on this 9th day of August, 2011

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

