



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 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
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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
Sep 20, 24, 2012	2012_074171_0014	Complaint

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

ELISA WILSON (171)

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 Administrator, Director of Care, registered staff, personal support workers, and residents.

During the course of the inspection, the inspector(s) reviewed the plans of care and point of care documentation for randomly chosen residents and reviewed residents' council minutes.

L-001475-12
L-001483-12

The following Inspection Protocols were used during this inspection:

Findings of Non-Compliance were found during 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.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care
Specifically failed to comply with the following subsections:

s. 6. (9) The licensee shall ensure that the following are documented:

- 1. The provision of the care set out in the plan of care.**
- 2. The outcomes of the care set out in the plan of care.**
- 3. The effectiveness of the plan of care. 2007, c. 8, s. 6 (9).**

Findings/Faits saillants :

1. The licensee had not ensured that the provision of the care set out in the plan of care was documented. [LTCHA,2007 S.O. 2007, c.8, s.6(9)1]

The plans of care for all residents reviewed included an intervention regarding bathing and the bathing schedule indicated residents were scheduled for two baths or showers per week. A review of the bath/shower reports for a 16-day period of time revealed a number of instances where baths/showers were not recorded in the Point of Care (POC) computer system as required by the home, making it unclear whether or not residents received two baths/showers per week as per regulation. The Director of Care confirmed the expectation that an entry was to be made on each bathing day, including coding for resident refusal or unavailability and the section should not be left blank.

Four residents had a total of seven blanks on their scheduled bathing days as confirmed by the Director of Care:

WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 57. Powers of Residents' Council
Specifically failed to comply with the following subsections:

s. 57. (2) If the Residents' Council has advised the licensee of concerns or recommendations under either paragraph 6 or 8 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Residents' Council in writing. 2007, c. 8, s. 57.(2).

Findings/Faits saillants :



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1. The licensee had not ensured a written response was provided to Resident's Council within 10 days of receiving a concern from Resident's Council.

The minutes of the Resident's Council meetings dated July 26, 2012 and August 21, 2012 were reviewed on September 20, 2012. Both sets of minutes indicated residents expressed concern regarding the shortage of staff. There were no responses from the management team noted in the minutes binder. The Administrator confirmed there were no written responses provided regarding this concern.

WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 33. Bathing

Specifically failed to comply with the following subsections:

s. 33. (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of his or her choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition. O. Reg. 79/10, s. 33 (1).

Findings/Faits saillants :

1. The licensee had not ensured that each resident of the home is bathed, at a minimum, twice a week.

The bathing documentation in POC was reviewed for a 16-day period. It was determined that two residents did not receive a scheduled bath/shower, therefore only received one bath/shower in a 7 day period. The Director of Care confirmed the baths were missed.

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 ensure each resident of the home is bathed, at a minimum, twice a week, to be implemented voluntarily.

Issued on this 24th day of September, 2012

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

A handwritten signature in cursive script that reads "Elisa Wilson".