



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
Dec 10, 2012	2012_049143_0054	O-001110- 12/001380- 12	Complaint

Licensee/Titulaire de permis *CVA (No.1) LP % Southbridge Management Services LP*
~~CRAIGLEE NURSING HOME LIMITED~~ *150 Water Street South, Suite 201*
~~c/o Deloitte & Touche Inc. - 181 Bay Street, Brookfield Place, Suite 1400, TORONTO,~~ *Cambridge ON N1R 3E2*
~~ON, M5J-2V1~~

Long-Term Care Home/Foyer de soins de longue durée
CRAIGLEE NURSING HOME
102 CRAIGLEE DRIVE, SCARBOROUGH, ON, M1N-2M7

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs
PAUL MILLER (143)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): December 5th-9th, 2012

Two complaint inspections were completed Log #O-001380-12 and Log #O-002085-12. 001110-12 (circled) .

During the course of the inspection, the inspector(s) spoke with The Administrator, the Director of Nursing, the Assistant Director of Nursing, the RAI Coordinator, Registered Nurses, Registered Practical Nurses, Personal Support Workers, residents and family members.

During the course of the inspection, the inspector(s) Reviewed resident health care records, Registered Staff and Personal Support Workers staffing schedules, staffing plan, call in schedule and observed resident care and services.

The following Inspection Protocols were used during this inspection:

- Dignity, Choice and Privacy
- Personal Support Services
- Responsive Behaviours
- Sufficient Staffing

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

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
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



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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 10th day of December, 2012

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