



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Division de la responsabilisation et de la performance du
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Date of inspection/Date de l'inspection January 24, 2011	Inspection No/ d'inspection 2011_105_9514_24Jan104234	Type of Inspection/Genre d'inspection L-01852 CI-M514-000051-10
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Licensee/Titulaire
The Corporation of the City of London c/o Dearness Homes for Senior Citizens 710 Southdale Rd. E. London ON N6E 1R8

Long-Term Care Home/Foyer de soins de longue durée
Dearness Home for Senior Citizens 710 Southdale Rd. E. London ON N6E 1R8

Name of Inspector/Nom de l'inspecteur
June Osborn #105

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection related to resident care.

During the course of the inspection, the inspector spoke with the acting administrator, acting DOC, an RPN, and the resident.

During the course of the inspection, the inspector reviewed policies, plan of care, staff education/training, critical incident report and progress notes.

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

Findings of Non-Compliance were found during this inspection. The following action was taken:
2 WN



NON-COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 8(1)(b)

Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system, (b) is complied with.

Findings:

1. The Corporation of the City of London (Dearness Home) Policies and Procedures Section: DH Manual Topic: Policy to Promote Zero Tolerance of Abuse and Neglect of Residents, states, on Page 3 "physical abuse" means, (c) the use of physical force by a resident that causes physical injury to another resident. The critical incident was not submitted as physical abuse.

Inspector ID #: 105

WN #2: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c. 24(1)2.

A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or risk of harm to the resident.

Findings:

1. The abuse occurred December 14, 2010, the injury was reported to management December 15, 2010, the Director was first notified by submission of the critical incident December 16, 2010.

Inspector ID #: 105



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le *Loi de 2007 les
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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.	
Title:	Date:	Date of Report: January 26, 2011	