

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300Bureau régional de services de
London
130, avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300**Public Copy/Copie du rapport public**

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Feb 23, 2021	2021_607523_0004	025589-20, 001628- 21, 002677-21	Complaint

Licensee/Titulaire de permisThe Corporation of the City of London
355 Wellington St, 2nd Floor, Suit 248 London ON N6A 3N7**Long-Term Care Home/Foyer de soins de longue durée**Dearness Home for Senior Citizens
710 Southdale Road East London ON N6E 1R8**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

ALI NASSER (523), AMIE GIBBS-WARD (630)

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): February 18 and 19, 2021.

This inspection was conducted for the following:

Complaint Intake Log #001628-21, related to sufficient staffing and care related concerns.

Complaint Intake Log #025589-20, related to staffing shortages and care related concerns.

Critical Incident Intake Log #002677-21, related to COVID-19 outbreak.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Manager of Dietary Services, Registered Dietitian, Registered Practical Nurse, two Housekeeping staff and three residents.

The inspector(s) also toured the home, observed residents and care provided to them, reviewed clinical records and staffing plan of the home.

The following Inspection Protocols were used during this inspection:

Dining Observation

Infection Prevention and Control

Nutrition and Hydration

Sufficient Staffing

During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

Issued on this 23rd day of February, 2021

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

Original report signed by the inspector.