



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

**Rapport d'inspection
prevue 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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conformité

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Date of Inspection/Date de l'Inspection	Inspection No/ d'Inspection	Type of Inspection/Genre d'Inspection
23 November 2010	2010_127_2660_24Nov094415	Follow Up (H-02873)
Licensee/Titulaire		
Delhi Nursing Home Ltd., 51 Centre Street, Box 90, Vienna ON N0J 1Z0		
Long-Term Care Home/Foyer de soins de longue durée		
Delhi Long Term Care Centre, 750 Gibraltar Street , Delhi ON N4B 3B3		
Name of Inspector(s)/Nom de l'Inspecteur(s)		
Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127		
Inspection Summary / Sommaire d'Inspection		
<p>The purpose of this inspection was to conduct a follow up inspection regarding the following previously identified non-compliance:</p> <p>Follow-up Inspection – 13 May 2010</p> <ul style="list-style-type: none"> • areas of non-compliance: NHA, R.S.O. 1990, c. N.7, s. 20.11; O. Reg. 832, s.29 • unmet criteria: B3.16, O1.18, O1.21, O2.6 <p>Complaint Inspection – 13 May 2010</p> <ul style="list-style-type: none"> • unmet criterion O2.13 <p>During the course of the inspection, the inspector spoke with the administrator/director of care.</p> <p>During the course of the inspection, the inspector undertook a visual inspection of all areas of the home where previous non-compliance was identified and reviewed maintenance-related documentation.</p> <p>The following Inspection Protocols were used during this inspection:</p> <ul style="list-style-type: none"> • Accommodation Services - Maintenance • Safe and Secure Home <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p style="padding-left: 40px;">2 WN</p> <p>Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.</p>		

NON-COMPLIANCE / Non-respectés
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régleur 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'exigences prevue 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 prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 15(2)(c):
Every licensee of a long-term care home shall ensure that, the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

Findings:

23 November 2010

1. Washroom vanities in three identified resident rooms were damaged and had laminate peeling off.
2. Raised toilet seats in three identified resident rooms were loose and not equipped with mechanisms to securely fasten them to the toilets. Residents were at risk of a slip and fall accident when using these toilets.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s.90(2)(k):

The licensee shall ensure that procedures are developed and implemented to ensure that, if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water.

Findings:


23 November 2010

Hot water temperature records showed that the water temperature is not monitored once per shift in random locations where residents have access to hot water. In total, 100 entries were missing out of 435 reviewed; approximately 23% of entries were not recorded.

- 35 entries were missing up to and including 22 November 2010;
- 28 entries were missing for October 2010;
- 19 entries were missing for September 2010;
- 11 entries were missing for August 2010; and
- 7 entries were missing for July 2010.



CORRECTED NON-COMPLIANCE / Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ORDER #	INSPECTION REPORT #	INSPECTOR ID #
NHA, R.S.O. 1990, c. N.7, s. 20.11 now found in <i>LTCHA, 2007, c.8., s.15(2)(c)</i> and O. Reg. 79/10, s.90(2)			Follow-up Inspection - 13 May 2010	127
O. Reg. 832, s.29 now found in <i>LTCHA, 2007, c.8., s. 18</i>			Follow-up Inspection - 13 May 2010	127
B3.16, LTC Homes Program Manual now found in <i>LTCHA, 2007, c.8., s. 5</i> and O. Reg. 79/10, s.91			Follow-up Inspection - 13 May 2010	127
O1.18, LTC Homes Program Manual now found in O. Reg. 79/10, s.90(2)(k)			Follow-up Inspection - 13 May 2010	127
O1.21, LTC Homes Program Manual now found in O. Reg. 79/10, s. 21			Follow-up Inspection - 13 May 2010	127
O2.6, LTC Homes Program Manual now found in <i>LTCHA, 2007, c.8., s.15(1)(c)</i> and O. Reg. 79/10, s.90(1)			Follow-up Inspection - 13 May 2010	127
O2.13, LTC Homes Program Manual now found in <i>LTCHA, 2007, c.8., s.15(2)(c)</i> and O. Reg. 79/10, s.90(2)			Complaint Inspection - 13 May 2010	127

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 (if different from date(s) of inspection). 28 January 2011	