Ontario

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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
May 17, 2011	2011-159120-0001	H-00783-11 - Complaint

Licensee/Titulaire

Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga ON L5R 4B2

Long-Term Care Home/Foyer de soins de longue durée

Dover Cliffs, 501 St. George St., Port Dover, ON, N0A 1N0

Name of LTC Homes Inspector(s)/Nom de l'inspecteur(s) de les foyer de soins de longue duree

Bernadette Susnik – Environmental Health #120

Inspection Summary/Sommaire d'inspection

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

During the course of the inspection, the inspector spoke with the Administrator, a resident and several personal care workers.

During the course of the inspection, the inspector reviewed staff personnel records, the home's investigative notes, written statements and letters, abuse policies/procedures and identified resident records.

The following Inspection Protocol was used during this inspection:

- *Prevention of Abuse, Neglect and Retaliation*

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

2 WN
2 VPC

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

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

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé. Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* 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 the LTCHA, 2007, S.O., 2007, c.8, s. 19(1).*** *Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.*

Findings:

An identified resident was touched roughly by an employee in 2011. Although the incident was unwitnessed, the resident yelled out loud enough so that three other staff members and a resident who were nearby heard the resident. The employee was confronted by the other staff members who asked them what happened. The employee demonstrated to the other workers how they had touched the resident. A review was conducted of the written statements made by the 3 staff members describing the incident. Two of these staff members were interviewed. Confirmation was made that the incident occurred and that the employee admitted to the action. The employee was not available in the home for an interview.

The same employee as noted above was assisting another resident in 2011. This worker was seen by other employees to be rough with the resident, causing the resident to state "you are hurting my mouth". The worker replied to the resident "then be quiet and eat your food". Written statements were reviewed which were made by the 3 employees and a resident who were all present during this exchange, describing the details. The worker was not available in the home for an interview.

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 that residents are protected from abuse by anyone.

WN #2: ***The licensee has failed to comply wit the LTCHA, 2007, S.O. 2007, c.8, s. 24(1)2.*** *A person who has reasonable ground 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 a risk of harm to the resident.

Findings:

Employees of the home who were made aware of incidents of abuse for the two identified residents did not immediately report the incidents to their supervisor who in turn was not able to report the matter to the Director (MOHLTC). The incidents both occurred on the same day in 2011 and the report was not received

by the Ministry of Health until 5 days later.

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 that abuse of a resident by anyone that results in a harm or a risk of harm to the resident is reported to the Director.

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.** **Report revised for the purpose of publication – October 27, 2011**
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection).