



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

Division de la responsabilisation et de la performance du système de santé  
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| Report Date(s) /<br>Date(s) du Rapport | Inspection No /<br>No de l'inspection | Log # /<br>Registre no   | Type of Inspection /<br>Genre d'inspection |
|--|---------------------------------------|--------------------------|--|
| Oct 16, 2013                           | 2013_214146_0053                      | H-001956-12, H-000516-13 | Complaint                                  |

**Licensee/Titulaire de permis**

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 Street, P.O. BOX 430, Port Dover, ON, N0A-1N0

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

BARBARA NAYKALYK-HUNT (146)

**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): October 7, 8, 9, 10, 11, 2013

This inspection was conducted concurrently with a follow-up inspection H-2177-12. Inspector Roseanne Western was in attendance on October 10, 11, 2013.

During the course of the inspection, the inspector(s) spoke with the administrator, Director of Care (DOC), registered staff, Resident Assessment Instrument coordinator (RAI), Personal Support Workers (PSW'S), residents and family members.

During the course of the inspection, the inspector(s) toured the home, reviewed resident health records and observed resident care.

The following Inspection Protocols were used during this inspection:

Pain

Responsive Behaviours

Skin and Wound Care

Findings of Non-Compliance were found during this inspection.

| <b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b> |                                       |
|---|---------------------------------------|
| <b>Legend</b>                                       | <b>Legendé</b>                        |
| 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.)

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.

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

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights**

**Specifically failed to comply with the following:**

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**11. Every resident has the right to,**

**i. participate fully in the development, implementation, review and revision of his or her plan of care,**

**ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,**

**iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and**

**iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act. 2007, c. 8, s. 3 (1).**

**Findings/Faits saillants :**



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1. The licensee did not ensure that the following rights of residents were fully respected and promoted: 11. Every resident has the right to have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act.

On October 7, 8, 9, 10, 11, the second floor resident health records were accessible to any person in the home because the chart room door was always ajar.

The first floor resident health records were also accessible on all dates of the inspection because the chart cabinet was left open to view and accessible to all.

This was confirmed by Inspector observation and the DOC. [s. 3. (1) 11. iv.]

***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 the following rights of residents are fully respected and promoted: 11. Every resident has the right to have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

**Specifically failed to comply with the following:**

**s. 6. (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,**

**(a) a goal in the plan is met; 2007, c. 8, s. 6 (10).**

**(b) the resident's care needs change or care set out in the plan is no longer necessary; or 2007, c. 8, s. 6 (10).**

**(c) care set out in the plan has not been effective. 2007, c. 8, s. 6 (10).**

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**Findings/Faits saillants :**



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1. The licensee did not ensure that residents were reassessed and the plan of care reviewed and revised when the residents' care needs changed.

(a) Resident #003 required two staff for all transfers including to go to the bathroom. Since two staff were not always available for transfers, bowel incontinence became an issue for the resident when the resident had to wait for help. Between August 2012 and September 2012, the resident was incontinent of stool on multiple occasions. The plan of care was not revised to address the bowel incontinence when the resident's needs changed.

(b) In June and July 2013 resident #001's progress notes indicated that the resident was in pain that was becoming more severe. For 8 weeks, the resident's plan of care was not changed; that is, pain medication was not increased or changed to reflect the increasing pain needs.

(c) According to the health record and staff, resident #001's health care needs changed. The plan of care was not revised to reflect the resident's changed care needs.

This information was confirmed by the health records, resident #001's and #003's family and the DOC. [s. 6. (10) (b)]

***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 reassessed and the plan of care reviewed and revised when the residents' care needs change, to be implemented voluntarily.***

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**WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 50. Skin and wound care**



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Specifically failed to comply with the following:

- s. 50. (2) Every licensee of a long-term care home shall ensure that,**
- (b) a resident exhibiting altered skin integrity, including skin breakdown, pressure ulcers, skin tears or wounds,**
- (i) receives a skin assessment by a member of the registered nursing staff, using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,**
  - (ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,**
  - (iii) is assessed by a registered dietitian who is a member of the staff of the home, and any changes made to the resident's plan of care relating to nutrition and hydration are implemented, and**
  - (iv) is reassessed at least weekly by a member of the registered nursing staff, if clinically indicated; O. Reg. 79/10, s. 50 (2).**

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**Findings/Faits saillants :**

1. The licensee did not ensure that residents exhibiting altered skin integrity, including skin breakdown, pressure ulcers, skin tears or wounds, were assessed at least weekly by a member of the registered nursing staff, if clinically indicated.
- (a) Resident #001 had a wound. A review of weekly wound assessments for the past 2 months revealed that: in August 2013 - 1 of 4 weekly wound assessments were not completed; in September 2013, 3 of 4 weekly assessments were not completed
  - (b) Resident #004 had a wound. In August 2013, 1 of 4 wound assessments were not completed; in September 2013, 3 of 4 assessments were not completed.
  - (c) Resident #005 had a wound. In August 2013, 2 of 4 weekly assessments were not completed; in September 2 of 4 assessments were not completed.
- The documentation, the wound care nurse and the DOC confirmed that the weekly wound assessments were not being consistently completed. [s. 50. (2) (b) (iv)]



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**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 exhibiting altered skin integrity, including skin breakdown, pressure ulcers, skin tears or wounds, are assessed at least weekly by a member of the registered nursing staff, if clinically indicated, to be implemented voluntarily.***

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**WN #4: The Licensee has failed to comply with O.Reg 79/10, s. 68. Nutrition care and hydration programs**

**Specifically failed to comply with the following:**

- s. 68. (2) Every licensee of a long-term care home shall ensure that the programs include,**
- (a) the development and implementation, in consultation with a registered dietitian who is a member of the staff of the home, of policies and procedures relating to nutrition care and dietary services and hydration; O. Reg. 79/10, s. 68 (2).**
  - (b) the identification of any risks related to nutrition care and dietary services and hydration; O. Reg. 79/10, s. 68 (2).**
  - (c) the implementation of interventions to mitigate and manage those risks; O. Reg. 79/10, s. 68 (2).**
  - (d) a system to monitor and evaluate the food and fluid intake of residents with identified risks related to nutrition and hydration; and O. Reg. 79/10, s. 68 (2).**
  - (e) a weight monitoring system to measure and record with respect to each resident,**
    - (i) weight on admission and monthly thereafter, and**
    - (ii) body mass index and height upon admission and annually thereafter. O. Reg. 79/10, s. 68 (2).**

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**Findings/Faits saillants :**

- 1. The licensee did not ensure that residents were weighted monthly:**
    - (a) Resident #009 had no weight measured for May or June 2013.**
    - (b) Resident # 010 had no weight measured for August, September, or October 2013**
    - (c) Resident #001 had no weight measured for February, April, May or June 2013.**
- This information was confirmed by the health record and the DOC. [s. 68. (2) (e) (i)]**



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Issued on this 16th day of October, 2013

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

*BARB NAYKALYK-HUNT*