



**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  
Direction de l'amélioration de la performance et de la conformité

Hamilton Service Area Office  
119 King Street West, 11<sup>th</sup> Floor  
Hamilton, ON L8P 4Y7

Bureau régional de services de Hamilton  
119, rue King Ouest, 11<sup>ième</sup> étage  
Hamilton, ON L8P 4Y7

Telephone: 905-546-8294  
Facsimilie: 905-546-8255

Téléphone: 905-546-8294  
Télécopieur: 905-546-8255

<b>Inspection Report under the LTC Homes Act, 2007</b> <input checked="" type="checkbox"/> Public Copy <input type="checkbox"/> Licensee Copy		<b>Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée</b> <input type="checkbox"/> Copie du Titulaire <input checked="" type="checkbox"/> Copie de la Publique	
<b>Date(s) of Inspection/Date de l'Inspection</b> August 4 and 5, 2010		<b>Inspection No/ d'inspection</b> 2010_141_8521_04Aug115259 2010_171_8521_03Aug125645 2010_127_8521_03Aug143442	
		<b>Type of Inspection/Genre d'inspection</b> Complaint Log# H-0458	
<b>Licensee/Titulaire</b> The Elliott - 170 Metcalfe Street, Guelph, Ontario, N1E 4Y3			
<b>Long-Term Care Home/Foyer de soins de longue durée</b> The Elliott Community - 170 Metcalfe Street, Guelph, Ontario, N1E 4Y3			
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Sharlee McNally LTC Homes Inspector – Nursing # 141, Elisa Wilson LTC Homes Inspector – Dietary #171, Richard Hayden LTC Homes Inspector – Environment # 127			
<b>Inspection Summary/Sommaire d'inspection</b>			

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 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.

The purpose of this inspection was to conduct a complaint inspection received at the Hamilton Service Area Office June 4, 2010 (IL-13189-HA, Log #488-2010/H00458) concerning resident care and faulty equipment.

The inspection was conducted by 3 inspectors.

The inspection occurred on August 4, and 5, 2010.

During the course of the inspection, the inspector(s) spoke with:

The Home Administrator and Director of Care, Food Services Director, Director of Environmental Services, cooks, dietary aides, PSWs, nursing staff, restorative care coordinator.

The following Inspection Protocols were used during this inspection:

Prevention of Abuse and Neglect

Food Quality

Dining Observation

Continence Care and Bowel Management

Safe and Secure Home

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

2 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** – Plan of correction/Plan de redressement

**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 constitue un avis d'écrit de l'exigences 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 LTCHA 2007, S.O 2007, c. 8, s.6(7)**

**The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan**

**Findings:**

1. In the Fountain home area 4 residents are assigned to be provided morning care by night staff between 0600 and 0700 hours. The night staff shift is completed at 0700 hours. Two identified resident's plans of care indicate preferred time to get up as 0700 hours, and two other identified resident's plans of care indicate 0730 hours as their preferred time for rising.
2. In the Paisley home area one identified resident's plan of care states preferred time to get up is 0700 hours but the identified resident is assigned to have morning care provided by the night nurse prior to 0700 hours.
3. Two identified residents on the Wellington home area, plans of care indicate that they wish to be woken at 0700 hrs but are assigned to the night nurse to have morning care provided prior to 0700 hours.

**VPC – pursuant to LTCHA, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction to ensure that resident's care is provided as specified in the plan of care for achieving compliance, to be implemented voluntarily.**

Inspector ID#: 141

**WN#2: The Licensee has failed to comply with: O. Reg. 79/10, s.15(1)(c)**

**Every licensee of a long-term care home shall ensure that where bed rails are used, other safety issues related to the use of bed rails are addressed, including height and latch reliability.**

**Findings:**

August 4, 2010

1. The release mechanism for bed rails is at the area of resident's hands and accessible from the mattress side while the resident is in the lying position. If the locking mechanism is released, then the bed rail falls due to gravity. The hinges may pinch, cut or crush the hand or fingers. This was observed for nine identified residents who have all been provided with the same style of bed: Two identified resident's plans of care identify 2 side rails to be up at all times when in bed. One identified resident's plan of care identifies the use of 1 side rail up when in bed.
2. One identified resident's bed rail at the window side of the bed does not stow away properly.

**VPC – pursuant to LTCHA, 2007, S.O. 2007, c.8, s. 152(2) the licensee is hereby requested to prepare a written plan of correction to ensure that where bed rails are used safety issues related to the use of bedrails are addressed including latch reliability, for achieving compliance to be implemented voluntarily.**

Inspector ID#: 127

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 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.

<p><b>Signature of Licensee of Designated Representative</b>  <b>Signature du Titulaire du représentant désigné</b></p>	<p><b>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.</b></p>
<p><b>Title:</b></p>	<p><b>Date:</b></p>
<p><b>Date of Report (if different from date(s) of inspection).</b></p>	

