



**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

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**Ministère de la Santé et des Soins de
longue durée**

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Public Copy/Copie Public

Date of inspection/Date de l'inspection February 15, 2011	Inspection No/ d'inspection 2011-105_2749_15Feb090616	Type of Inspection/Genre d'inspection L-00106 Critical Incident
Licensee/Titulaire ATK Care Inc. 1386 Indian Grove Mississauga ON L5H 2S6		
Long-Term Care Home/Foyer de soins de longue durée Exeter Villa 155 John St. E. Exeter ON N0M 1S1		
Name of Inspector/Nom de l'inspecteur June Osborn #105		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection regarding resident care.

During the course of the inspection, the inspector spoke with administrator, ADOC, DOC, and charge RN.

During the course of the inspection, the inspector observed the resident, reviewed resident's plan of care, RAI-MDS assessments, critical incident report submitted, policies re: incontinency, education records, partial system for falls.

The following Inspection Protocols were used in part or in whole during this inspection: Falls Prevention and Continence Care and Bowel Management.

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

4 WN
1 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 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'exigence 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. 3(1)1.

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted.

1. Every resident has the right to be treated with courtesy and respect and in way that fully recognizes the resident's individuality and respects the resident's dignity.

Findings:

1. Resident sustained soft tissue injury from a fall when attempting to toilet self, having asked for assistance, as assistance is required for safe transfer and the staff stated were too busy with feeding others to assist.

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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 with s.3(1)1., to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 107(3)4.

The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (4):

4. An injury in respect of which a person is taken to hospital.

Findings:

1. The incident occurred January 13, 2011, the resident was sent to the hospital January 14, 2011, and the incident was reported January 17, 2011.

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WN #3: The Licensee has failed to comply with O. Reg. 79/10, s. 30(1)1.

Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 8 to 16 of the Act and each of the interdisciplinary programs required under section 48 of this Regulation:

(1) There must be a written description of the program that includes its goals and objectives and relevant policies, procedures and protocols and provides for methods to reduce risk and monitor outcomes, including protocols for the referral of residents to specialized resources where required.

Findings:

1. There is no written description of:

- (a) A falls prevention and management program to reduce the incidence of falls and risk of injury.
- (b) A continence care and bowel management program to promote continence and to ensure that residents are clean, dry and comfortable.

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WN #4: The Licensee has failed to comply with O. Reg. 79/10, s. 51(1)3.

The continence care and bowel management program must, at a minimum, provide for the following:
Toileting programs, including protocols for bowel management.

Findings:

1. There is no specific routine on plan of care for promoting bowel continence when it clearly states resident requires assistance for safe transfer.


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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: February 25, 2011