



**Ministry of Health and
Long-Term Care**

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

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

**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
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Direction de l'amélioration de la
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jan 12, 2015	2014_391603_0003	S-000409-14	Complaint

Licensee/Titulaire de permis

EXTENDICARE (CANADA) INC.
3000 STEELES AVENUE EAST SUITE 700 MARKHAM ON L3R 9W2

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

EXTENDICARE KAPUSKASING
45 ONTARIO STREET P.O. BOX 460 KAPUSKASING ON P5N 2Y5

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

SYLVIE LAVICTOIRE (603)

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): November 12-13th, 2014

During the course of the inspection, the inspector(s) observed the provision of services to Residents, reviewed Resident health care records, reviewed staff training records, reviewed home housekeeping policies and procedures.

During the course of the inspection, the inspector(s) spoke with Administrator/Director of Care, Manager of Housekeeping, Dietary, Safety & Programs, Housekeeping Staff, Residents, and Resident's family members.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping**

During the course of this inspection, Non-Compliances were issued.

2 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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 O.Reg 79/10, s. 87. Housekeeping

Specifically failed to comply with the following:

s. 87. (1) Every licensee of a long-term care home shall ensure that housekeeping services are provided seven days per week. O. Reg. 79/10, s. 87 (1).

s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces; O. Reg. 79/10, s. 87 (2).

Findings/Faits saillants :

1. The licensee has failed to ensure that the home provides housekeeping services 7 days per week.

Findings:

1. November 12, 2014 at 1545, Inspector #603 interviewed staff # 7 who explained that there are housekeeping services 7 days a week. Staff #7 explained that there are 2 housekeepers on Mondays for 7.5 hours each. Tuesdays-Fridays, 1 housekeeper for 7.5 hours and 1 for 5.5 hours. On weekends there is 1 housekeeper for 7.5 hours. Staff #7 explained that these hours are all they can cover for cleaning. The staff explained that during the summer months the home was short staffed. If someone calls in sick, they try to replace and if can't the hours are increased at a later date.

2. November 13, 2014 at 0830, Inspector #603 interviewed staff #9 who explained that when housekeeping staff call in sick, they are often not able to replace them so there will be no housekeeping services. The same staff explained that other disciplines try and help but they are very busy themselves and not effective.

3. November 13, 2014 at 0900, Inspector #603 interviewed staff # 10 and confirmed that there is not always housekeeping staff working seven days per week. The same staff explained that the cleaning has to wait until the next shift. Weekends are the worse.

4. November 13, 2014, Inspector #603 reviewed call in schedules from July 28, 2014 to November 10, 2014 and there were 3 dates with no housekeeping staff (Sat. Aug. 2nd, Sun. Aug. 3rd, and Sun. Sept.7, 2014). [s. 87. (1)]

2. The licensee has failed to ensure that procedures are developed and implemented for

cleaning of the home, including,

i. resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

ii. common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces.

Findings:

1. Inspector #603 interviewed staff #9 on November 13, 2014 at 0830. Staff #9 explained that there is not enough time to do all the required cleaning and they try to rotate the duties but there is no consistency or continuity. Staff #9 explained that there are no formal procedures in place and the priorities are the washroom, garbage, and floors when the residents are out of their room.
2. Inspector #603 interviewed staff #10 on November 13, 2014 at 0900. Staff #10 explained that not all the required cleaning gets done. There is no set plan and the residents are "lucky if the floors and dusting gets done in their room". Staff #10 explained that they go based on experience or what they remember from training. Inspector #603 observed a posted "Carbolization Schedule" with only 3 check marks for the month of November. Staff #9 and #10 both agree that staff do not use it consistently.
3. Inspector #603 reviewed the home's policy # HKLD-05-03-01 Cleaning Frequencies. The purpose is "to ensure cleaning frequencies are in place to provide a clean environment within the home". In it, appendix 1 details the recommended cleaning frequencies. Staff #9, 10, and 6 were not aware of this existing procedure.
4. Inspector #603 reviewed the home's policy # HKLD-05-03-02 Resident Room/Washroom Cleaning. It indicated that the Resident rooms are cleaned on a specified cleaning schedule to maintain a clean, safe environment for all residents,.....". The procedure indicates: 1. Ensure cleaning procedures are available for staff and staff is properly trained. Staff #9, 10, and 6 were not aware of this existing procedure.
5. Inspector #603 reviewed the home's procedure # HKLD-03-01-02 Job Routines which indicated: 2. Ensure job routines are available for all housekeeping and laundry staff i.e. on carts, posted in departments, etc. Staff #9, 10, and 6 agreed that no job routines were posted nor is it the home's usual practice to post. [s. 87. (2) (a)]



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 the home provides housekeeping services 7 days a week and that procedures are developed and implemented for cleaning of the home. This, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Findings/Faits saillants :

1. The licensee has failed to ensure that the home, furnishing and equipment are kept clean and sanitary.

Findings:

1. November 12, 2014 at 1400, Inspector #603 interviewed resident #1 and observed this resident's room. The resident complained that their room does not get cleaned every day and that staff does not dust the furniture and the floors and the washroom does not get cleaned on a regular basis. The resident claimed that they do their own dusting but are no longer capable due to breathing problems. On inspection, the dresser, side table, window sill, heater rad, wall coverings, etc. have thick gray dust. The commode over the toilet was soiled and the toilet, sink, towel dispenser dusty. The floors were soiled especially close to the walls and under the furniture.

2. November 12, 2014 at 1415, Inspector #603 interviewed resident #2 and observed this resident's room including the washroom. The resident stated their room gets cleaned but does not really know what staff do. On inspection, there was a build up of dust on the

shelves, dresser, window sill, heaters in resident room and in their washroom. The floors appear clean in the middle of the room but closer to the walls, there was an accumulation of sand and dirt. While moving one small dinner table beside the bed, there was rust, dirt, and sand accumulated under the legs.

3. November 12, 2014 at 1430, Inspector #603 interviewed resident #3 and observed the resident's room. The resident claimed that not much dusting gets done. The dresser, shelves, and window sill were dusty.

4. November 12, 2014 at 1500, Inspector #603 interviewed resident # 4 and observed resident's room. Both the resident and their family member (present) expressed concerns over the home's cleaning. They explained that the resident brought concerns forward re: garbage not being picked up on a regular basis, having to do their own dusting, and washroom not being cleaned on regular basis. The resident's room and washroom were dusty and the floors not well cleaned.

5. November 13, 2014 at 0930, Inspector #603 inspected both tub rooms accompanied by staff # 10.

Tub Room #1:

- cluttered and floors very dirty. Staff #10 explained that the floors are very hard to clean.
- All equipment including bath seat, shower commode, and bath lift were not clean. The staff observed as well and agreed that the room was "a mess". The staff explained that the tub rooms only get cleaned once a week and only if they have time.

- The inside of cupboards were dirty, cluttered and resident supplies such as a hair brush, nail clippers, and combs left on the counter.

- Accumulated garbage.

Tub Room #2:

- Tub room cluttered with supplies and equipment.

- Equipment was dusty, splattered with fluid and with sand on the bottom of the bath lift.

- The cupboard contained supplies that were cluttered with nothing labeled. Staff #10 stated that it is always like this however, this was the worse.

- Soiled incontinent products were overflowing in the garbage. Staff #10 stated that nursing staff are to empty the garbage.

- Unlabelled resident combs, nail clippers, personal shampoo bottles, and hair brushes were left beside the tub.

- Ceiling air vent very dusty and staff #10 explained they have no time to clean these.

6. November 12, 2014 at 1610, Inspector #603 observed the dining room in which residents were seated. The dining room is also the activity room. On inspection, the room was cluttered. Some of the tables were not cleaned and some had left over food such as pudding containers, crumbs, and cookies. The table legs were not clean (5 tables). There was dust on all window sills and top of the piano. The inside of microwave was not



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clean. One resident and his family stated that this room is not clean and "It is always like this". [s. 15. (2) (a)]

Issued on this 13th day of February, 2015

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

Original report signed by the inspector.