



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

Ottawa Service Area Office
347 Preston St Suite 420
OTTAWA ON K1S 3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa
347 rue Preston bureau 420
OTTAWA ON K1S 3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Mar 30, 2017	2017_582548_0004	003595-17	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 LAURIER MANOR
1715 MONTREAL ROAD GLOUCESTER ON K1J 6N4

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

RUZICA SUBOTIC-HOWELL (548)

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): March 2, 7,8,9 and 10, 2017

Related to:

- Plan of care**
- Skin and wound care**
- Infection prevention and control program**
- Resident's Bill of Rights**
- Admission agreement**

During the course of the inspection, the inspector reviewed resident health care records, observed resident meal service, staff to resident interaction, infection prevention and control practices, staff providing care to resident, observed the home's supply of resident personal care items and the documentation on the charges for accommodation

During the course of the inspection, the inspector(s) spoke with the resident, family member, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Service Manager, Housekeeper, Registered Dietitian and Food Services Supervisor.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control

Personal Support Services

Skin and Wound Care

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

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: 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. (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,**
- (a) the planned care for the resident; 2007, c. 8, s. 6 (1).**
 - (b) the goals the care is intended to achieve; and 2007, c. 8, s. 6 (1).**
 - (c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).**



Findings/Faits saillants :

1. The licensee failed to ensure that the written plan of care for resident #001 sets out clear directions to staff and others who provide direct care to the resident #001.

Resident #001 was admitted to the home with multiple diagnoses and requires extensive assistance with activities of daily living.

During an interview with the inspector #548 the resident indicated that fruit juice was provided for breakfast that day. The inspector observed an empty glass with orange substance at the bottom, on the meal tray in the resident's room.

Review of the Digital Prescriber's Orders form, it is recorded by the Registered Dietitian (RD) that the resident is not to have any fruit juice.

The resident's care plan specified- No fruit juice.

On March 9, 2017 during an interview with the inspector #548 the Registered Dietitian (RD) indicated that the resident was not to have any fruit juice due to the medical management. The RD indicated that the Personal Support Workers (PSWs) prepare meal trays and beverages for each resident with the use of a beverage list that is available to all staff in the dining room. The inspector reviewed the list called Beverage cart list and noted that each resident's fluid requirements are specified. The Beverage list specified that staff are to discourage fruit juices for resident #001. During further interview, the RD indicated that she was not certain why the list did not specify- no fruit juices.

On March 8 and 9, 2017 during an interview PSW #100 indicated that she had prepared the resident's breakfast tray and provided fruit juice on two occasions for breakfast meal service. She further indicated that she was not aware that the resident was not to have any fruit juices. [s. 6. (1) (c)]



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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 the written plan of care sets out clear directions to staff and others who provide direct care to the resident #001, to be implemented voluntarily.

Issued on this 30th day of March, 2017

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

Original report signed by the inspector.