



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

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Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité

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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 27, 2014	2014_288549_0016	O-000184- 14, O- 000197-14	Complaint

Licensee/Titulaire de permis

NEW ORCHARD LODGE LIMITED
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

RENA BOWEN (549)

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 13th and 14th, 2014

During the course of the inspection, the inspector(s) spoke with Resident # 1 and Resident # 2, several Personal Support Workers (PSWs), two Registered Practical Nurses (RPNs), a Registered Nurse (RN) , the Physio Therapist, the Assistant Director of Care, the Environmental Manager, and the Administrator.

During the course of the inspection, the inspector(s) observed care being provided to Resident #1 and Resident #2, reviewed the two resident's health care records, the homes Fall Prevention and Management Program Policy # RESI-10-02-01 version April 2013, the Post Fall Assessment Policy # RESI-10-02-02 version April 2013, the Falls and Restraint Reduction Meeting minutes of February 26th, 2014, the night RN Security Rounds Check List dated February 25, 2014, the maintenance contract for the home's elevators, the home's Daily Staffing Sheet for March 15, 2014 and the nursing staffing schedule between November 1, 2013 to March 2, 2014

**The following Inspection Protocols were used during this inspection:
Falls Prevention
Medication
Sufficient Staffing**

There are no findings of Non-Compliance as a result of this inspection.



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.) The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 27th day of March, 2014

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

LENA BOWEN RN #549