



**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**

**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
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### **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Sep 16, 2014	2014_232112_0058	004080-14	Complaint

#### **Licensee/Titulaire de permis**

EXTENDICARE TORONTO INC  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

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

EXTENDICARE LONDON  
860 WATERLOO STREET, LONDON, ON, N6A-3W6

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

CAROLE ALEXANDER (112)

#### **Inspection Summary/Résumé de l'inspection**

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): September 03, 2014**

**During the course of the inspection, the inspector(s) spoke with the Director of Care and the Physiotherapist**

**During the course of the inspection, the inspector(s) reviewed a clinical record including assessments for lifts and transfers, policies and procedures for lifts and transfers and related staff education. The resident's plan of care related to nutrition and hygiene were reviewed.**

**The following Inspection Protocols were used during this inspection:**

**Falls Prevention**



Findings of Non-Compliance were found during this inspection.

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<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>



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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 26. Plan of care  
Specifically failed to comply with the following:**

**s. 26. (3) A plan of care must be based on, at a minimum, interdisciplinary  
assessment of the following with respect to the resident:**

**18. Special treatments and interventions. O. Reg. 79/10, s. 26 (3).**

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**Findings/Faits saillants :**

1. The Licensee failed to ensure that the resident's plan of care was based on interdisciplinary assessments for special treatments and interventions.

The resident's diagnosis required interdisciplinary assessments for the following:

- 1) Assessments and interventions related need for referral to hospital
- 2) Specialized eye care.
- 3) The resident's lift and transfer information was inconsistent for transfer method.

This was confirmed by the Director of Care [s. 26. (3) 18.]

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**Issued on this 16th day of September, 2014**

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