



**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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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jan 14, 2016	2016_288549_0001	035111-15	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 MEDEX
1865 BASELINE ROAD OTTAWA ON K2C 3K6

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): January 6, 7, 8, 2016

During the course of the inspection, the inspector(s) spoke with a Resident, Personal Support Workers (PSW), Registered Practical Nurses (RPN), Registered Nurses (RN), the Nursing Clerk, the Food Services Manager, the Registered Dietitian (RD), the attending Physician, the Director of Care (DOC) and the Administrator.

The inspector also reviewed the resident's health care records, including Medication Administration Records and Treatment Administration Records, staffing schedule, the home's investigation documentation, the home's Skin-Weekly Wound Assessment, the home's Skin Care Program Policy #03-01 and the Head to Toe Skin Assessment Policy # 03-04 and e-mail correspondence

**The following Inspection Protocols were used during this inspection:
Skin and Wound Care**

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

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

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.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 50. Skin and wound care



Specifically failed to comply with the following:

- s. 50. (2) Every licensee of a long-term care home shall ensure that,**
- (b) a resident exhibiting altered skin integrity, including skin breakdown, pressure ulcers, skin tears or wounds,**
 - (i) receives a skin assessment by a member of the registered nursing staff, using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,**
 - (ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,**
 - (iii) is assessed by a registered dietitian who is a member of the staff of the home, and any changes made to the resident's plan of care relating to nutrition and hydration are implemented, and**
 - (iv) is reassessed at least weekly by a member of the registered nursing staff, if clinically indicated; O. Reg. 79/10, s. 50 (2).**

Findings/Faits saillants :



1. The licensee has failed to ensure that residents exhibiting altered skin integrity, including skin break down, pressure ulcers, skin tears or wounds have been assessed by a registered dietitian.

Resident #001 was admitted to the home on a specific date in May 2015. The Minimum Data Set dated on a specific date in November 2015 indicates that the resident's cognitive skill for daily decision-making is modified independent with some difficulty in new situations.

On a specific date in December 2015 Resident #001 was admitted to the hospital due to skin breakdown. Upon assessment in hospital it was noted there was necrotic tissue requiring debridement. Resident #001 remained in hospital until a specific date in December 2015 at which time he/she was transferred back to the Long Term Care home.

Upon return to the Long Term Care home on a specific date in December, 2015, Resident #001 was prescribed two different types of oral antibiotic for eighteen days and a dressing change every other day.

On a specific date in December 2015 the Registered Dietitian received a referral for Resident #001 related to a change in the meal texture. A swallowing assessment was completed on a specific date in January 2016 with a follow upon on a specific date in January 2016.

The DOC reviewed Resident #001's health care record with Inspector #549 and was not able to locate a referral to the Registered Dietitian related to Resident #001's skin break down.

On January 7, 2016, the Food Services Manager confirmed that the Dietitian had received a referral for Resident #001 related to change in meal texture however, was not able to locate a referral for Resident #001's skin breakdown.

On January 8, 2016, during an interview with the Registered Dietitian it was confirmed with Inspector #549 that she did not receive a referral for Resident #001's skin break down and was not aware of Resident #001's skin breakdown. [s. 50. (2) (b) (iii)]



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Issued on this 14th day of January, 2016

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

Original report signed by the inspector.