

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

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

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Mar 6, 2020	2020_618211_0009	002502-20, 002810-20	Complaint

Licensee/Titulaire de permis

Extendicare (Canada) Inc.
3000 Steeles Avenue East Suite 103 MARKHAM ON L3R 4T9

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

JOELLE TAILLEFER (211)

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): February 24, 25, 28, 2020 and March 2, 3, 4, 5, 2020.

The following logs were inspected:

#002502-20 related to concerns about the Accommodation Services-Housekeeping addressing odours.

#002810-20 related to concerns about sufficient staffing and the care of a resident.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), the Assistant Directors of Care (ADOC), Registered Nurses (RNs), Personal Support Workers (PSWs), Staffing Clerk, Housekeeping Aide, including residents and family members.

The Inspector observed the provision of care and services to residents, staff to resident interactions, residents' environment and reviewed resident health care records, complaint investigation form, Staff Schedules, Wheelchair Cleaning Schedule, and PSW Assignment Schedules.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping
Personal Support Services
Sufficient Staffing**

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

<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>Légende</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. 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.

On an identified date on a specific time during the morning, Inspector #211 went to an identified floor and noticed an odour in the hallway of an identified area.

On the same day, Inspector #502, noticed an odour on the identified floor at a specific time in the afternoon while coming out from the elevator.

One hour after, on the same day, Inspector #211 noticed an odour on the identified floor of a specific area. Inspector #211 observed that there were six identified equipment beside the left side hallway and the odour was stronger towards the identified equipment. Furthermore, Inspector #211 observed that there were spots of white debris stains on the equipment's cushion.

In an interview with housekeeping aide #104 on an identified date at a specific time during the afternoon, they stated that the odour was from residents' equipment's cushion. Housekeeping aide #104 and inspector #211 observed that the odours were originating from resident #003's equipment's cushion. Housekeeping #104 removed the envelop covering the specific cushion placed on resident #003's equipment and stated that these envelop covers were not waterproof, therefore the envelop covers and the cushions needed to be cleaned on a regular basis. The residents' identified equipment was scheduled to be clean during the night shift.

In an interview with RN #105 on an identified date, they stated that there was a process to clean the resident's equipment and their cushions. The equipment with foam cushions

needed to be soak and dry.

Review of the “Wheelchair, Walker and Lift Cleaning Schedule-2nd floor” sheets for January and February 2020 indicated that the residents' equipments were not signed as being cleaned for seven identified dates regarding twelve identified residents.

In an interview with the ADOC #102 on an identified date, they indicated that there were days during a specific shift where the “Wheelchair, Walker and Lift Cleaning Schedule” sheets didn't have a signature initials indicating that the equipment were cleaned. An audit was performed periodically to verify if the equipment was cleaned.

The licensee has failed to ensure that the residents' identified equipment was kept clean and sanitary to prevent odour noticed on the specific floor. [s. 15. (2) (a)]

Issued on this 9th day of March, 2020

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

Original report signed by the inspector.