

**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**London Service Area Office  
130 Dufferin Avenue 4th floor  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Sep 14, 2020	2020_678590_0010	006496-20, 013928- 20, 015906-20	Complaint

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**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 Southwood Lakes  
1255 North Talbot Road WINDSOR ON N9G 3A4**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

ALICIA MARLATT (590)

**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): July 29 - 31, August 10 - 12, 18 and 19, 2020.**

**The following intakes were completed in this complaint inspection:**

**Log #006496-20 was related to responsive behaviours;**

**Log #013928-20 was related to recreational activities and resident rights;**

**Log #015906-20 was related to alleged neglect.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Environmental Supervisor, the Programs Manager, a Nurse Practitioner, the President of the Resident's Council, a Social Worker, four Registered Nurses, six Registered Practical Nurses, five Personal Support Workers, two Health Care Aids and three Housekeepers.**

**During the course of the inspection, the inspector observed resident and staff interactions, infection prevention and control practices, the general maintenance and cleanliness of the home including resident rooms and reviewed resident's clinical records, relevant home policies and procedures and other pertinent documents.**

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

**Accommodation Services - Housekeeping**

**Pain**

**Personal Support Services**

**Prevention of Abuse, Neglect and Retaliation**

**Recreation and Social Activities**

**Responsive Behaviours**

**Skin and Wound Care**

**During the course of this inspection, Non-Compliances were not issued.**

**0 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>

**Issued on this 14th day of September, 2020**

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

**Original report signed by the inspector.**