

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

Rapport d'inspection prévue
sous la Loi de 2007 sur les foyers
de soins de longue durée

Long-Term Care Homes Division
Long-Term Care Inspections Branch

Division des foyers de 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
Oct 4, 2019	2019_820130_0003	010406-19, 010407- 19, 010408-19	Follow up

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 St. Catharines
283 Pelham Road St. Catharines ON L2S 1X7

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

GILLIAN HUNTER (130)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): September 18, 19, 20, 23, 24, 25, 26, 2019.

This inspection was conducted related to the following intakes:

Log number 010408-19 for Compliance Order (CO) #001, from Inspection Report 2019_569508_0016, related to Ontario Regulation (O. Reg.) 79/10 s. 50 (2), regarding skin and wound; Log number 010406-19 for Compliance Order (CO) #002, from Inspection Report 2019_569508_0016, related to the Long-Term Care Homes Act

(LTCHA) s. 19 (1) regarding prevention of abuse; and Log Number #010407-19, for Compliance Order #003, from Inspection Report 2019_569508_0016, related to the Long-Term Care Homes Act (LTCHA) s. 76 (7), regarding training, specifically related to Long-Term Care Homes Act (LTCHA), s. 50 (2) (b) skin and wound management.

During the course of the inspection, the inspector(s) toured the facility, observed the provision of care, reviewed relevant resident clinical records, relevant policies and procedures, staff training records and audit tools.

PLEASE NOTE: This Follow Up inspection was conducted concurrently with a Complaint inspection #2019_820130_0004 and a Critical Incident (CI) inspection, # 2019_820130_0005.

The following complaint inspections were conducted during this inspection:

- Log #011125-19 related to an allegation of neglect, supplies and missing items;
- Log # 016557-19 related to dignity and choice;
- Log # 016750-19 related to nutrition and hydration, bathing, falls management and prevention and laundry service.

The following critical incident inspections were conducted during this inspection:

- Log # 000871-18 related to falls management and prevention;
- Log # 003181-19 related to falls management and prevention;
- Log # 009253-19 related to prevention of abuse and neglect;
- Log # 017849-19 related to significant change in condition.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the Resident Assessment Instrument (RAI) Coordinator, Registered Dietitian (RD), Dietary Manager, Quality Improvement and Clinical Care Coordinator, registered staff, Personal Support Workers (PSW)s, residents and family members.

The following Inspection Protocols were used during this inspection:

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Nutrition and Hydration
Prevention of Abuse, Neglect and Retaliation
Skin and Wound Care
Training and Orientation

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)

The following previously issued Order(s) were found to be in compliance at the time of this inspection:
Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #002	2019_569508_0016	130
O.Reg 79/10 s. 50. (2)	CO #001	2019_569508_0016	130
LTCHA, 2007 S.O. 2007, c.8 s. 76. (7)	CO #003	2019_569508_0016	130

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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	Légende 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 4th day of October, 2019

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

Original report signed by the inspector.