



**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
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 14, 2014	2014_183135_0079	004642-14	Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

FOREST HEIGHTS
60 WESTHEIGHTS DRIVE, KITCHENER, ON, N2N-2A8

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

BONNIE MACDONALD (135)

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 25, 2014.

During the course of the inspection, the inspector(s) spoke with Business Office Manager, Wound Care Coordinator, Environmental Services Manager, Food Services Manager, Family Member and 2 Residents.

During the course of the inspection, the inspector(s) reviewed resident clinical records and procedures for Skin and Wound Care. Observed resident care and services provided in resident home areas.

The following Inspection Protocols were used during this inspection:



Accommodation Services - Housekeeping
Accommodation Services - Maintenance
Dining Observation
Skin and Wound Care

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Table with 2 columns: Legend and Legendé. Legend includes WN (Written Notification), VPC (Voluntary Plan of Correction), DR (Director Referral), CO (Compliance Order), WAO (Work and Activity Order). Legendé includes Avis écrit, Plan de redressement volontaire, Aiguillage au directeur, Ordre de conformité, Ordres : travaux et activités. The table also contains a detailed description of non-compliance with LTCHA requirements and the corresponding written notification.

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 failed to ensure that the home's furnishings and equipment are kept clean and sanitary when the following was observed during a walking tour of the home, September 25, 2014, with the Environmental Services Manager:

Hewson 2nd Floor:

Nursing station area-

- number of stained ceiling tiles
- build-up of dirt in corner of desk closest to Hewson North West home area
- numerous chairs noted to be stained

Rm # 1-

- numerous black tape stains on the floor (electrical tape had been removed)

Rm # 2-

- brown coloured stains in ceiling tile

Lounge area across from Hewson Nursing station:

- brown rust-like stain in large window well
- build-up of dirt and debris behind fish tank
- brown spatters on window roller blind

Rm # 3-

- bathroom-strong smell of urine, large urine stain noted around toilet base
- stained ceiling tile



Rm # 4

- large brown stain in ceiling above toilet

Rm # 5

- stained ceiling tile in bathroom above toilet
- end of corridor- above ventilation/heating unit, brown stained vertical blinds in window

Dining room:

- counter sneeze guard build-up of food debris
- window well, dirt and debris from plants shedding leaves
- broken and stained ceiling tiles
- soiled face cloth on wall guard at entrance of hall to Geiger home area

Inside Servery 2nd floor:

- sink closest to reach in refrigerator had mould-like growth along wall behind sink
- mould-like growth noted along caulking of steam table.

Geiger home area:

Nursing station area-

- numerous stained ceiling tiles
- floor tile stained and build-up of dirt along nursing station
- stained dining chairs in the area outside nursing station

Lounge area opposite Nursing station:

- Stainless Steel table base dirty with food waste
- tile floor stained

End of corridor-

- dirt and debris in window well ventilation unit

Rm # 1

- permanent stain on floor in front of toilet

Gibbons Home Area-

North West Corridor-

- debris noted on top of the ventilation system at end of corridor



Rm #2

- contact precautions on door. Inside bathroom dirty latex gloves noted on bathroom counter top and 2 more pairs on the floor

Gibbons Lounge:

- brown stains on the floor and in front of the windows. Stains into surface of the one piece flooring
- Touch Play screen unit had spills of fluid like substance on the left side of the unit base
- older floral Wing back chair and another in corridor outside nursing station fluid like stains
- numerous dead or dying plants
- outside nursing station a number of ceiling tiles were stained with fluid like waste
- floor leading to Clarke home badly stained

Clarke House Home area:

Rm # 1-

- air conditioner-dirt and debris inside the unit-e.g. blue pill
- build-up of dirt along baseboard to washroom and behind door

Rm #2-

- Bathroom floor and room floor-badly stained and dirty
- garbage noted on the floor of bathroom-strong odour of urine
- chair in room stained
- food waste and crumbs noted on floor beside first bed and side table

Rm #3-

- Urine hat stored on bathroom floor

Rm # 4-

- Urine hat stored on floor by toilet

Tub/bathing room:

- debris noted behind the tub and cleaning brush on the floor
- build-up of dirt on the floors
- stained ceiling tiles



Dining Room 3rd floor accessible to both home areas:

- window wells facing south, numerous dead geranium petals
- stains in ceiling tiles
- servery counter top build-up of food waste along plexi-glass sneeze guard and side of steam table
- plastic glasses and feeding cups noted to have build-up of calcium like stain and discoloured from fluids
- Dining room chairs seats 11 of 14 (78.6%) had fluid like stains

During interviews the Environmental Services Manager and Food Services Manager confirmed their expectations that the home's furnishings and equipment are kept clean and sanitary. [s. 15. (2) (a)]

2. The Licensee failed to ensure that the home's furnishings and equipment are maintained in a safe condition and in a good state of repair when the following was observed during a walking tour September 25, 2014, with the home's Environmental Service Manager:

Hewson Home Area 2nd Floor

Rm # 1-

- wall inside door had large wall patch falling off wall
- walls needs painting
- baseboard missing outside of bathroom door
- bathroom and bathroom door frame need painting
- side chair at window-legs of chair was well worn and scraped of varnish

Rm # 2-

- baseboard at bathroom door duct taped to the wall
- wall not painted behind bathroom toilet

Hewson-North West Corridor

- wall ventilation/heating unit at the end of corridor, scraped in need of painting

Lounge area across from nursing station-

- peeling paint on ceiling
- floor tiles cracked the full width of the lounge
- broken ceiling light cover



Rm # 3- bathroom

- wall scraped and not painted behind toilet
- hole in wall 4"X8"

Rm # 4

- peeling wall paper behind toilet tank
- bathroom walls numerous paint scrapes
- baseboard missing outside bathroom door

End of corridor—Heat /ventilation unit- scraped and peeling paint

Servery Kitchen 2nd floor-

- hole in ceiling above juice machine with no vent cover
- arborite counter missing chunks of arborite surface on serving side of steam table

Dining room 2nd floor:

- walls patched and not painted by the steam table window
- Arborite servery counter large chips in counter top
- large pieces of peeling paint noted in window well
- broken and stained ceiling tiles

Geiger home area 2nd Floor-

Nursing station area-

- numerous paint chips noted in walls
- baseboard missing in 4 areas

Lounge area opposite nursing station:

- large piece of arborite missing below window ledge
- Coffee table brown finish worn off of legs

North East Bathing room-

- floor tiles missing from door threshold

Rm # 1

- permanent stain on floor in front of toilet
- large hole in wall behind bed -10"x1" in width
- numerous wall plugs and scrapes on wall over bed



- lower walls scraped of paint

End of North East corridor-

- ventilation unit needs painting

Gibbons Home Area-3rd Floor

North West Corridor-

- ventilation system at end of corridor-unit needs painting

Nursing Station

- broken ceiling tiles

Rm # 1

- baseboard missing outside of bathroom door
- wall patched and needs painting behind room door

Rm # 2

- door entrance scraped of paint
- wall at corner of bathroom door had 2 holes in wall
- wall baseboard missing
- inside and outside of bathroom door scraped of paint
- chair legs scraped of varnish
- cracked tile in ceiling
- paint required on the bulkhead in the room inside the door

Gibbons Lounge –

- brown Coffee table with scuffed legs, finish worn off

Nursing station-

- hole in wall patched below the North West sign
- walls and baseboards leading into the dining room from Gibbons were scraped and
- finish was worn off wall guard wooden protectors
- broken ceiling tiles.
- baseboard outside of dining room leading to Clarke home area was coming off the wall

Both home Elevators inside were missing wood-like pieces of material from the walls



Clarke House Home area-

South East Corridor

- corridor walls require painting numerous scrapes of paint noted

Rm # 3-

- walls scraped and patched with filler
- wall plugs exposed and not filled
- crack at base of toilet-tile missing, strong smell urine
- broken ceiling tiles

Rm # 4

- air conditioner
- window curtains off the hooks
- lower walls and door in need of paint
- washroom need painting

Rm # 5

- bathroom door needs painting
- chair in room stained and wood finish scraped

Rm # 6

- electrical tape on the floor coming off, a trip hazard
- walls scraped and in need of painting and filling of wall plugs

Rm # 7-

- walls scraped, patched and in need of paint

Rm # 8-

- Electrical tape on the floor in two locations coming up, a trip hazard

Tub Room-

- broken and stained ceiling tiles
- baseboard wall heater rusted and chipped finish
- Electrical box lying on the floor behind tub

Dining Room 3rd accessible to both home areas:

- server counter top-numerous chips in arborite serving counter



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- walls chipped of paint

During an interview the Environmental Service Manager, confirmed his expectations that the home's furnishings and equipment are maintained in a safe condition and in a good state of repair. [s. 15. (2) (c)]

Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance ensuring that the home's furnishings and equipment are kept clean, sanitary and maintained in a safe condition and in a good state of repair, to be implemented voluntarily.

Issued on this 14th day of October, 2014

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