



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
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Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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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
Aug 28, 2013	2013_193150_0020	000396- 13/000219- 13/000693- 13	Complaint

Licensee/Titulaire de permis

GENESIS GARDENS INC
438 PRESLAND ROAD, OTTAWA, ON, K1K-2B5

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

FOYER ST-VIATEUR NURSING HOME
1003 Limoges Road South, Limoges, ON, K0A-2M0

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

CAROLE BARIL (150)

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): August 13,14, 15, 16, 2013

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Assistant Director of Care, Registered Nurse, Personal Support Worker, Housekeeping and Maintenance Staff and several residents.

During the course of the inspection, the inspector(s) reviewed the resident's health care record, the home's critical incident report, interventions related to the Heating, Ventilation and Air Condition System, observed several residents' rooms and observed the resident's activities.

During the course of this inspection the inspector conducted three complaint inspections, log#O-000219-13, log#O-000396-13, log#O-000693-13.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Medication

Personal Support Services

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.)

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.

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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. 101. Dealing with complaints

Specifically failed to comply with the following:

**s. 101. (2) The licensee shall ensure that a documented record is kept in the home that includes,
(e) every date on which any response was provided to the complainant and a description of the response; and O. Reg. 79/10, s. 101 (2).**

Findings/Faits saillants :



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1. The licensee has failed to comply with O.Reg 79/10, s. 101 (2) (e), in that the licensee did not document their response to the complainant.

The licensee received e-mail complaints from a family member regarding the resident's skin integrity on identified dates in 2013.

Progress notes noted in the resident's health records that the home did investigate the concerns raised in the e-mails but did not document if a response was given to the complainant.

On August 14, 15, 2013, the home's Administrator stated to the inspector that he and the Director of Care did consult the physician and discuss the follow-up of the concerns related to skin integrity with the complainant.

He confirmed that he did not answer in writing to the specific emails received from the complainant and has not documented any response provided to the complainant. [s. 101. (2) (e)]

Issued on this 28th day of August, 2013

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

A handwritten signature in cursive script that reads "Chris Burt".