



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

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**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Oct 4, 2013	2013_214146_0051	H-000581- 13	Complaint

**Licensee/Titulaire de permis**

**THE REGIONAL MUNICIPALITY OF NIAGARA  
2201 ST. DAVID'S ROAD, THOROLD, ON, L2V-4T7**

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

**GILMORE LODGE  
50 Gilmore Road, Fort Erie, ON, L2A-2M1**

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

**BARBARA NAYKALYK-HUNT (146)**

**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 26, 27, 2013

This inspection was conducted with inspector Cathie Robitaille in attendance

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), medical director, covering physician, registered staff, Personal Support Workers (PSW'S), residents and family members.

During the course of the inspection, the inspector(s) reviewed policy and procedure related to oxygen administration, resident health records, administrative notes related to complaint, medical agreements between the home and physicians and observed residents.

The following Inspection Protocols were used during this inspection: Contenance Care and Bowel Management

Medication

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



<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>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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</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. 6. Plan of care**

**Specifically failed to comply with the following:**

**s. 6. (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).**

**Findings/Faits saillants :**

1. The licensee did not ensure that care was provided to the resident as specified in the plan of care.

Resident #001's plan of care directed staff to apply a specific intervention, oxygen for shortness of breath. In September 2013, the nurse applied the intervention to the resident because of shortness of breath without checking the tank. Within the next half hour, family reported the tank was empty on their arrival. No oxygen was being administered to the resident as per the plan of care. This incident was confirmed by the health record and by the DOC. [s. 6. (7)]



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Issued on this 4th day of October, 2013

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

A handwritten signature in black ink, appearing to read "D. Graydon-Hunt".