



Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
 Performance Improvement and Compliance Branch

Ministère de la Santé et des Soins de longue durée

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

London Service Area Office
 491 King Street, 4th Floor
 London ON N6B 1R8

Bureau régional de services de London
 491, rue King, 4^{ième} étage
 London ON N6B 1R8

Telephone: 519-675-7680
 Facsimilie: 519-675-7685

Téléphone: 519-675-7680
 Télécopieur: 519-675-7685

Inspection Report under the LTC Homes Act, 2007 <input checked="" type="checkbox"/> Public Copy <input type="checkbox"/> Licensee Copy		Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée <input type="checkbox"/> Copie du Titulaire <input type="checkbox"/> Copie de la Publique	
Date(s) of inspection/Date de l'inspection July 21, 2010		Inspection No/ d'inspection 2010_128_1033 -A	Type of Inspection/Genre d'inspection Other
Licensee/Titulaire Golden Years Nursing Homes(Cambridge) Inc. P.O. Box 3277 704 Eagle Street North, Cambridge, ON N3H 4T3			
Long-Term Care Home/Foyer de soins de longue durée Golden Years Nursing Home 704 Eagle Street North, Cambridge, ON N3H 4T3			
Name of Inspector(s)/Nom de l'inspecteur(s) Ruth Hildebrand (ID # 128) , Bonnie MacDonald (ID # 135)			
Inspection Summary/Sommaire d'inspection			
<p>The following issues were identified while conducting Dietary Follow-up inspection 2010_128_1033. These issues were unrelated to the Inspection Protocols being utilized during the review.</p> <p>The inspection was conducted by the two (2) inspectors identified above.</p> <p>The inspection occurred on July 21, 2010 with the two (2) inspectors being present on that day.</p> <p>During the course of the inspection, the inspectors spoke with members of the management team, including the Administrator, Director of Care, and Nutrition Manager; residents who reside on North and Main; staff on both of these areas, dietary aides; and Registered Nursing staff. A review of resident records was completed. Lunch was observed in the main dining room and afternoon snack was observed in the North and Main areas.</p> <p>Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.</p> <p>Findings of Non-Compliance were found during this inspection. The following action was taken: 4 WN 3 VPC 0 Co: CO#</p>			

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

NON-COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Plan of correction/Plan de redressement
DR – Director Referral/Régisseur envoye
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

WN#1: The Licensee has failed to comply with: LTCHA, 2007, S.O 2007, c.8, s. 5

Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

Findings:

1. Safety risk identified related to workmen repairing the floors in 2 bathrooms, in the South Central wing, near the main dining room, July 21, 2010 at 11:37a.m. No barrier was in place to address the possible tripping hazard.

Further Inspector Actions: **VPC –pursuant to LTCHA 2007, S.O 2007, c.8, s. 5 the licensee is hereby requested to prepare a written plan of correction for achieving compliance to be implemented voluntarily.**

Inspector ID#: 128

Required Compliance Date for WN – July 28, 2010

Required Compliance Date for VPC – August 11, 2010

WN#2: The Licensee has failed to comply with: O. Reg. 79/10, s86(2)(b)

The infection control prevention and control program must include measures to prevent the transmission of infections.

Findings:

1. One PSW and two students were observed providing residents with food and fluids without evidence of hand hygiene after touching wheelchairs, doors, bedside tables, privacy screens, beds and/or repositioning a resident.

Further Inspector Actions

VPC –pursuant to O. Reg. 79/10, s 86(2) (b) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to be implemented voluntarily.

Inspector ID#: 128

Required Compliance Date for WN – July 28, 2010

Required Compliance Date for VPC – August 11, 2010



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

Le suivant constituer un avis d'écrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue durée.

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.)

Non-respect avec les exigences sur le Loi de 2007 les foyers de soins de longue durée à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

WN#3: The Licensee has failed to comply with: O. Reg. 79/10, s73(1)(10)

Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements: Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.

Findings:

1. Identified choking risk related to a student standing to feed a resident, in bed, at afternoon snack, July 21, 2010, on the North wing. RPN notified.
2. Identified choking risk related to a visitor standing to feed a resident at table #1, main dining room, at lunch on July 21, 2010. Resident was coughing while being fed. RPN notified.

Further Inspector Actions

VPC –pursuant to O. Reg. 79/10, s73(1)(10) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to be implemented voluntarily.

Inspector ID#: 128

Required Compliance Date for WN – July 28, 2010

Required Compliance Date for VPC – August 11, 2010

WN#4: The Licensee has failed to comply with: O. Reg. 79/10, s73(1)(6)

Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements: Food and fluids being served at a temperature that is both safe and palatable to the residents.

Findings:

1. Soup, which was already portioned into bowls in the kitchen, was transported on a cart to tables, in the main dining room, at lunch, July 21, 2010. The temperature of the soup was 48.2 degrees Celsius.

Further Inspector Actions

VPC –pursuant to O. Reg. 79/10, s73(1)(6) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to be implemented voluntarily.

Inspector ID#: 128

Required Compliance Date for WN – July 28, 2010

Signature of Licensee or Designated Representative
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.

Title:

Date:

Date of Report (if different from date(s) of inspection).
September 10, 2010

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraph 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.
