



**Ministry of Health and  
Long-Term Care**

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

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection 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**

Hamilton Service Area Office  
119 King Street West 11th Floor  
HAMILTON ON L8P 4Y7  
Telephone: (905) 546-8294  
Facsimile: (905) 546-8255

Bureau régional de services de  
Hamilton  
119 rue King Ouest 11<sup>ième</sup> étage  
HAMILTON ON L8P 4Y7  
Téléphone: (905) 546-8294  
Télécopieur: (905) 546-8255

**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>
Jul 26, 2017	2017_663682_0003	013049-17	Complaint

---

**Licensee/Titulaire de permis**

GRACE VILLA LIMITED  
284 CENTRAL AVENUE LONDON ON N6B 2C8

---

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

GRACE VILLA NURSING HOME  
45 LOCKTON CRESCENT HAMILTON ON L8V 4V5

---

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

AILEEN GRABA (682)

---

**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): July 20, 21, 24 and 25, 2017.**

**Inspector Dianne Barsevich #581 was present and conducted observations on July 25, 2017.**

**During the course of inspection the following inspection was completed concurrently:**

**Inquiry: log 016223-17 related to alleged abuse.**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Assistant Director of Care, Environmental Manager, Registered nursing staff, Personal support workers, families and residents.**

**During the course of this inspection, the inspector observed the provision of the care and reviewed clinical health records, investigation notes, staffing schedules, meeting minutes, policy and procedures.**

**The following Inspection Protocols were used during this inspection:**

**Accommodation Services - Laundry**

**Falls Prevention**

**Prevention of Abuse, Neglect and Retaliation**

**Sufficient Staffing**

**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)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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).	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.

Issued on this 26th day of July, 2017

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

**Original report signed by the inspector.**