

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

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

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jan 3, 4, 2012	2012_072120_0001	Complaint

**Licensee/Titulaire de permis**

THE CORPORATION OF HALDIMAND COUNTY  
45 Munsee Street, Box 400, Cayuga, ON, N0A-1E0

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

GRANDVIEW LODGE / DUNNVILLE  
657 LOCK STREET WEST, DUNNVILLE, ON, N1A-1V9

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

BERNADETTE SUSNIK (120)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Food Services Supervisor, a Registered Nurse and the Infection Control Designate regarding sufficient staffing (H-000639-11). The Director of Care and Administrator were not present at the time of the visit, however the Director of Care was interviewed over the telephone during the inspection.

During the course of the inspection, the inspector(s) reviewed staffing schedules/plans and staffing policies and procedures.

Note: This is a copy of the original inspection report #2011-159321-0003 for an inspection conducted on May 18, 2011. IQS version used was a test version and therefore data could not be saved to the network. Please see original reports on the Y drive under the home's file and log #H-000639-11.

The following Inspection Protocols were used during this inspection:

Sufficient Staffing

Findings of Non-Compliance were found during this inspection.

**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.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 31. Nursing and personal support services  
Specifically failed to comply with the following subsections:**

**s. 31. (3) The staffing plan must,**

**(a) provide for a staffing mix that is consistent with residents' assessed care and safety needs and that meets the requirements set out in the Act and this Regulation;**

**(b) set out the organization and scheduling of staff shifts;**

**(c) promote continuity of care by minimizing the number of different staff members who provide nursing and personal support services to each resident;**

**(d) include a back-up plan for nursing and personal care staffing that addresses situations when staff, including the staff who must provide the nursing coverage required under subsection 8 (3) of the Act, cannot come to work; and**

**(e) be evaluated and updated at least annually in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices. O. Reg. 79/10, s. 31 (3).**

**s. 31. (4) The licensee shall keep a written record relating to each evaluation under clause (3) (e) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented. O. Reg. 79/10, s. 31 (4).**

**Findings/Faits saillants :**

1. [O. Reg. 79/10, s.31(3)(d)] The staffing plan for the home includes a procedure that staff are to follow should an employee (RN, RPN or PSW) become unavailable for duty. The procedure entails the use of a "staff call-in sheet". Staff have a list of employee names and phone numbers. Should a staff member fail to show up for duty or calls in advance to cancel a shift, another staff member has to use the list to make contact with the employees on the list. However, this procedure does not address situations when the listed options have been exhausted and staff can not come to work. The situations have not been defined and no direction has been provided to staff. Therefore, on occasion, 24/7 RN coverage is not provided.

[O. Reg. 79/10, s. 31.(4)] A written record of each annual evaluation of the staffing plan, including the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented was not available during the inspection. The staffing plan has not been evaluated to resolve the issue of staff shortages using the current system.



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  
prévus le Loi de 2007 les  
foyers de soins de longue

***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 to ensure that the staffing plan is evaluated annually, that a written record of each annual evaluation of the staffing plan, including the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented are made and that the plan includes a back-up plan should staff not be able to come to work, to be implemented voluntarily.***

Issued on this 4th day of January, 2012

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