



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

**Rapport d'inspection
prévue le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

**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

Telephone: 613-569-5602
Facsimile: 613-569-9670

Téléphone: 613-569-5602
Télécopieur: 613-569-9670

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection March 1 & 2, 2011	Inspection No/ d'inspection 2011_124_9537_01Mar110745	Type of Inspection/Genre d'inspection Critical Incident-O-000416
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Licensee/Titulaire
The Corporation of the County of Hastings, 1M Manor Lane, Box #758, Bancroft, ON K0L 1C0, Fax: 613-967-0128

Long-Term Care Home/Foyer de soins de longue durée
Hastings Centennial Manor, 1 Manor Lane, P.O.Box 758, Bancroft, ON K0L 1C0

Name of Inspector(s)/Nom de l'inspecteur(s)
Lynda Hamilton (124)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an inspection related to a Critical Incident m537-000004-11 involving a resident fall. The resident sustained a number of injuries.

During the course of the inspection, the inspector spoke with the Administrator, the On-site Manager, the Director of Care, a registered nurse and four personal support workers.

During the course of the inspection, the inspector toured one resident home area and reviewed the resident's health record.

The following Inspection Protocols were used during this inspection:
Continence Care and Bowel Management Inspection Protocol
Hospitalization and Death Inspection Protocol

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
1 VPC
1 CO: CO # 001



NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

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

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'exigence 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.

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

Findings:

1. A resident fell from the commode and sustained injuries.
2. The resident was not toileted in accordance with his/her plan of care.

Compliance order 001 was served on March 9, 2011.

Inspector ID #: 124

WN #2: The Licensee has failed to comply with O.Reg. 79/10, s.112 For the purposes of section 35 of the Act, every licensee of a long-term care home shall ensure that the following devices are not used in the home:
(5) Any device used to restrain a resident to a commode or toilet.

Findings:

1. The Director of Care reported that on an identified date two personal support workers fastened a seat belt around the resident while the resident was seated on the commode.
2. The critical incident report submitted to the Ministry of Health and Long Term Care states that the resident was found on the floor, with commode facing down and belt undone.
3. The resident sustained injuries.

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 no devices are used to restrain a resident to a commode or toilet, to be implemented voluntarily.

Inspector ID #: 124

Signature of Licensee or Representative of Licensee
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



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Long-Term Care
Ministère de la Santé et
des Soins de longue durée

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

Rapport
d'inspection prévue
le *Loi de 2007 les
foyers de soins de
longue durée*

		responsabilisation et de la performance du système de santé.
		<i>Lynda Hamelton</i>
Title:	Date:	Date of Report: (if different from date(s) of inspection).
		<i>March 10, 2011</i>



Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Lynda Hamilton	Inspector ID # 124
Log #:	O-000416	
Inspection Report #:	2011_124_9537_01Mar110745	
Type of Inspection:	Critical Incident	
Date of Inspection:	March 1 & 2, 2011	
Licensee:	The Corporation of the County of Hastings, 1M Manor Lane, Box #758, Bancroft, ON K0L 1C0, Fax: 613-967-0128	
LTC Home:	Hastings Centennial Manor	
Name of Administrator:	Claudette Dignard-Remillard	

To The Corporation of the County of Hastings, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(b)
<p>Pursuant to LTCHA 2007, S.O. 2007, c.8, 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.</p>			
<p>Order: The licensee shall prepare, submit and implement a plan to ensure that residents are being toileted and supervised consistent with their individualized plans of care. This plan shall include the monitoring and evaluation processes necessary for ongoing compliance.</p>			
<p>This plan is to be submitted to: Inspector, Lynda Hamilton, Ministry of Health and Long Term Care, Performance Improvement and Compliance Branch, 347 Preston Street, 4th Floor, Ottawa K1S 3J4 Fax:613-569-9670 by March 15, 2011.</p>			
<p>Grounds:</p> <ol style="list-style-type: none"> 1. A resident fell from the commode and sustained injuries. 2. The resident was not toileted in accordance with his/her plan of care. <p>Compliance order 001 was served on March 9, 2011.</p>			



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

This order must be complied with by:	March 22, 2011.

REVIEW/APEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.



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Direction de l'amélioration de la performance et de la conformité

Issued on this 8 day of March , 2011.	
Signature of Inspector:	<i>L Hamilton</i>
Name of Inspector:	Lynda Hamilton
Service Area Office:	Ottawa Service Area Office