



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

**Rapport d'inspection
prévu 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

**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
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			<input type="checkbox"/> Licensee Copy/Copie du Titulaire <input checked="" type="checkbox"/> Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection September 22, 23, 2010	Inspection No/ d'inspection 2010_146_2909_23Sept093143	Type of Inspection/Genre d'inspection Critical Incident H-01183	
Licensee/Titulaire Henley House Limited, 200 Ronson Drive, Suite 305, Toronto, On., M9W 5Z9			
Long-Term Care Home/Foyer de soins de longue durée The Henley House, 20 Ernest Avenue, St Catharines, On., L2N 7T2			
Name of Inspector(s)/Nom de l'Inspecteur(s) Barbara Naykalyk-Hunt, LTC Home Inspector –Nursing #146			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection was to conduct a Critical Incident inspection regarding an alleged abuse of a resident by a staff person.			
During the course of the inspection, the inspector spoke with: the Administrator, the Director of Care and a registered staff person.			
During the course of the inspection, the inspector: did a review of the health file and observed the resident.			
The following Inspection Protocols were used in part or in whole during this inspection: Dignity, Choice and Privacy			
<input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN			



NON-COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit

VPC – Voluntary Plan of Correction/Plan de redressement volontaire

DR – Director Referral/Référance envoyée

CO – Compliance Order/Ordre de conformité

WAO – Work and Activity Order/Ordre: 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.)

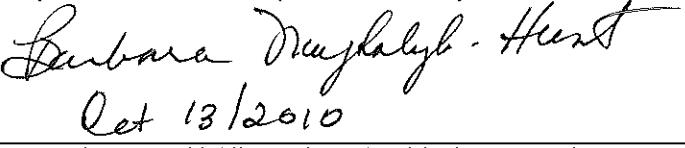
Le suivant constitue un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

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 the 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. 2007, c. 8, s. 6 (7).**

Findings:

1. A resident, on August 28, 2010, was provided personal hygiene care by one staff member when the clear direction to the staff in the care plan stated two persons were to provide the care.

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 responsabilisation et de la performance du système de santé.  Oct 13/2010	
Title: _____	Date: _____	Date of Report: (if different from date(s) of inspection). _____