



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 prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division Performance Improvement and Compliance Branch

Hamilton Service Area Office 119 King Street West, 11th Floor HAMILTON, ON, L8P-4Y7

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Nov 7, 2012 (with handwritten Oct 25/12), 2012_105130_0031, Complaint

Licensee/Titulaire de permis

PLEASANT MANOR RETIREMENT VILLAGE 15 Elden Street, Box 500, Virgil, ON, L0S-1T0

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

PLEASANT MANOR RETIREMENT VILLAGE 15 Elden Street, Box 500, Virgil, ON, L0S-1T0

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

GILLIAN TRACEY (130)

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 Executive Director, Acting Director of Care and Resident Substitute Decision Maker(SDM).

During the course of the inspection, the inspector(s) interviewed staff, reviewed clinical records and protocols related to H-001301-12.

The following Inspection Protocols were used during this inspection:

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend

- WN - Written Notification
VPC - Voluntary Plan of Correction
DR - Director Referral
CO - Compliance Order
WAO - Work and Activity Order

Legendé

- WN - Avis écrit
VPC - Plan de redressement volontaire
DR - Aiguillage au directeur
CO - Ordre de conformité
WAO - Ordres : travaux et activités



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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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care Specifically failed to comply with the following subsections:

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/Faits saillants :

The licensee did not ensure that the care set out in the plan of care was provided to the resident as specified in the plan. The plan of care for resident #1 indicated the resident had a level four advance directive, authorized by the substitute decision maker (SDM), which indicated the following: "Level Four- Transfer Upon Order of Physician to Acute Care with CPR. Transfers to an acute care site or service will be arranged immediately. Cardiopulmonary resuscitation (CPR) will be provided by qualified staff and by ambulance personnel". According to a statement made by a family member, visiting the resident in 2012, the resident experienced a sudden change in condition. According to documentation in the clinical record staff did not notify the physician to obtain a transfer to hospital order until approximately 60 minutes after the onset of symptoms. Staff confirmed that a Level Four Advance Directive indicated immediate transfer to acute care, which was not done in this particular case.

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 care set out in the plan of care is provided to the resident as specified in the plan, to be implemented voluntarily.

Issued on this 7th day of November, 2012

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