



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

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

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

**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**

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Télécopieur: (519) 873-1300

**Public Copy/Copie du public**

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<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>
Aug 7, 2016	2016_216144_0046	012405-16	Complaint

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**Licensee/Titulaire de permis**

S & R NURSING HOMES LTD.  
265 NORTH FRONT STREET SUITE 200 SARNIA ON N7T 7X1

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

HERON TERRACE LONG TERM CARE COMMUNITY  
11550 McNorton Street WINDSOR ON N8P 1T9

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

CAROLEE MILLINER (144)

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

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

**This inspection was conducted on the following date(s): July 26, 27, 28, 2016**

**This complaint inspection was related to responsive behaviours, resident's drug regimes and nursing and personal support services.**

**Critical Incident report #2898-00000-16 related to alleged resident to resident abuse was completed concurrently with this complaint inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Care (MRC), Payroll Scheduler, one Registered Nurse (RN), two Registered Practical Nurses (RPN's) and three Personal Support Workers (PSW's).**

**During the course of the inspection, the Inspector reviewed nursing schedule call-in worksheets and one resident clinical record.**

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

**Personal Support Services**

**Responsive Behaviours**

**Training and Orientation**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



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

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 26. Plan of care  
Specifically failed to comply with the following:**

**s. 26. (3) A plan of care must be based on, at a minimum, interdisciplinary  
assessment of the following with respect to the resident:**

**9. Disease diagnosis. O. Reg. 79/10, s. 26 (3).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the plan of care was based on, at a minimum, interdisciplinary assessment of the resident's disease diagnosis.

One resident was admitted to the home with specific diagnosis.

The last consultation report for one resident from the medical doctor for the Behaviour Supports Ontario (BSO) included a diagnosis that was not previously included in the resident's plan of care.

As of July 26, 2016, the new diagnosis for the resident had not been addressed in the resident's plan of care and was admittedly unknown to the MRC, one RN and two RPN's.

Two PSW's told the Inspector they were familiar with the resident and were not aware of the new diagnosis

The MRC and the Administrator shared with the Inspector that the resident's new diagnosis should have been included in the resident's plan of care when the consultation report was received from the BSO medical doctor. [s. 26. (3) 9.]

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**Issued on this 8th day of August, 2016**

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

**Original report signed by the inspector.**