



**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 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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**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>
Jul 24, 2017	2017_566669_0017	035151-16, 002396-17	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**

ANDREA DIMENNA (669)

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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 6, 11, 12, 13 and 14, 2017.**

**The following complaints were completed during this inspection:**

**IL-48592-LO/#035151-16, related to skin and wound care, nutrition, physiotherapy, recreation and social activities, personal support services, and alleged neglect.**

**IL-49093-LO/#002396-17, related to skin and wound care, nutrition, physiotherapy, recreation and social activities, personal support services, and alleged neglect.**

**During the course of the inspection, the inspector(s) spoke with the resident, the resident's private caregiver, Administrator, Assistant Manager of Resident Care, RAI (Resident Assessment Instrument) Coordinator, Food Services Manager, Registered Dietitian, a Registered Nurse, Physiotherapist, two Physiotherapist Assistants, a Registered Practical Nurse, two Life Enrichment Workers, an Environmental Services Worker, a Food Services Worker, and two Personal Support Workers.**

**During the course of the inspection, the Inspector made observations of residents, activities, cleanliness of the home, resident interactions with staff, and provisions of care. Relevant policies and procedures, as well as clinical records and plans of care for the identified resident were reviewed.**

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

**Nutrition and Hydration**

**Personal Support Services**

**Prevention of Abuse, Neglect and Retaliation**

**Recreation and Social Activities**

**Reporting and Complaints**

**Skin and Wound Care**

**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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

**Specifically failed to comply with the following:**

**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 :**

1. The licensee has failed to ensure that the care set out in the plan of care was provided to the resident as specified in the plan.

A review of two Complaint Intakes identified that a resident was not attending a specific activity, despite the resident's family's request that the resident regularly attend this activity.

The resident was admitted to the home in 2015.

On a specific date, the specific activity was observed and the resident was not present.

A progress note from a specific date stated that the resident's Power of Attorney (POA) requested that the resident attend the specific activity. The note included that the Registered Nurse and Manager of Resident Care were notified of the change.

On the same date as the progress note, an Internal Referral was created stating that the resident's POA requested that the resident attend the specific activity.

The specific activity's current list of regular residents was reviewed and the resident was not on the list.

Activity Pro Participation Report for the resident was reviewed for a one-month period, and did not show that the resident attended the specific activity.

A Physiotherapy Assistant (PTA) was interviewed and reported that anyone was allowed to attend the specific activity, and recalled that the resident had attended the specific activity about one month prior. The PTA explained that attendance for the specific activity, was documented in Activity Pro. PTA shared that the home used a list to know which residents to approach or bring to the specific activity. PTA showed the Inspector the current list for the specific activity, and acknowledged that the resident was not on the list.

Physiotherapist (PT) was interviewed and shared that any resident who wanted to participate in the specific activity would be included. PT stated that if the resident's POA requested that the resident attend the specific activity, the resident would be able to attend.



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Administrator acknowledged a progress note in Point Click Care that documented a family's request for a routine intervention would be considered part of the resident's plan of care and that the home's expectation was for that intervention to be implemented. [s. 6. (7)]

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**Issued on this 25th day of July, 2017**

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

**Original report signed by the inspector.**