



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 prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch
Division de la responsabilisation et de la performance du système de santé
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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Jan 13, 16, 2012; 2012_022190_0003; Follow up

Licensee/Titulaire de permis

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

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

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

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

SANDRA FYSH (190)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Follow up inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Acting Manager of Resident Care, Registered Practical Nurse, Personal Support Workers, Dietary Aide and Residents.

During the course of the inspection, the inspector(s) reviewed documents provided by the Administrator, observed lunch service, observed the dining room and servery areas.

The following Inspection Protocols were used during this inspection:

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Table with 2 columns: Legend and Legendé. 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. 15. Accommodation services Specifically failed to comply with the following subsections:

s. 15. (2) Every licensee of a long-term care home shall ensure that,
(a) the home, furnishings and equipment are kept clean and sanitary;
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

Findings/Faits saillants :

1. During lunch service the inspector observed the serving of the meal from the servery. It was noted during this time that there were several housekeeping issues that need to be addressed:
 - the edges of the walls and under all of the cupboards and steam cart have a build-up of dirt and debris along them.
 - the edges of the refrigerator and the back of the refrigerator have a build-up of dirt and debris.
 - the pipes under the handwashing sink are dirty.
 - the toaster is dirty.
 - the switch on the steam cart is soiled and the stainless steel on and around the steam cart is dirty.
 - the exterior of the microwave has old food on the bottom and walls. The interior of the microwave has food debris on the walls and tray. An old magic cup is sitting melted in the microwave.
 - the folding accordion window that closes the servery from the dining room is soiled and dirty.
 - the cambro cart has dirt and debris noted along the bottom and edges of the shelves with old food spills on the cart.
 - it was noted that several lipped plates and some of the white china plates are stained and unappetizing and are still in use in the dining room.
 [LTCHA s.15(2)(a)]

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 with ensuring that the servery area is kept clean and sanitary., to be implemented voluntarily.

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/
 LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

**CORRECTED NON-COMPLIANCE/ORDER(S)
 REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:**

| REQUIREMENT/ EXIGENCE | TYPE OF ACTION/ GENRE DE MESURE | INSPECTION # / NO DE L'INSPECTION | INSPECTOR ID #/ NO DE L'INSPECTEUR |
|-----------------------------------|------------------------------------|--------------------------------------|---------------------------------------|
| LTCHA, 2007 S.O. 2007, c.8 s. 19. | CO #001 | 2011_022190_0050 | 190 |



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prévus le Loi de 2007 les
foyers de soins de longue

Issued on this 16th day of January, 2012

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

A handwritten signature in cursive script, appearing to read "Audrey Fyfe".