



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

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Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 9, 2013	2013_109153_0009	T-00008-12	Complaint

Licensee/Titulaire de permis

HILLCREST VILLAGE INC.  
255 RUSSELL STREET, MIDLAND, ON, L4R-5L6

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

HILLCREST VILLAGE CARE CENTRE  
255 RUSSELL STREET, MIDLAND, ON, L4R-5L6

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

LYNN PARSONS (153)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): April 30, 2013

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care(DOC), Nutrition Manager, Food Services Manager, Registered Practical Nurse, Personal Support Worker, Maintenance Staff, Dietary Aide.

During the course of the inspection, the inspector(s) Reviewed clinical health records, cleaning schedules, maintenance log books and home policy and procedures related to housekeeping.

Completed tour of the home and observed residents' home environment.

The following Inspection Protocols were used during this inspection:



Accommodation Services - Housekeeping

Accommodation Services - Maintenance

Findings of Non-Compliance were found during this inspection.

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<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. 15. Accommodation services**



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Specifically failed to comply with the following:

- 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; 2007, c. 8, s. 15 (2).
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).
  - (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).

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Findings/Faits saillants :



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1. The licensee did not ensure that the home, furnishings and equipment are kept clean and sanitary.

A tour completed on April 30, 2013 identified areas of the home that require cleaning, examples include:

Harbour Dining Room

- circle marks from the bottom of the glasses on the dining room tables.
- particles of food stuck on dining room chairs.
- spills on floor with some sticky patches.

Bayview Dining Room

- particles of food stuck on pedestal legs of dining room table.
- dining room chairs stained.

Georgian Dining Room

- circle marks from the bottom of the glasses on the dining room tables.
- over bed table legs were marked and soiled.

Dominion Dining Room

- food particles stuck to pedestal table legs of dining room tables.
- food particles stuck to the fabric of the dining room chairs.

A review of the cleaning schedules for the dining room revealed the cleaning activities had not been recorded as being completed.

When interviewed staff confirmed the cleaning activities as scheduled had not been completed in the dining rooms of the home. [s. 15. (2) (a)]

2. The licensee did not ensure the home is maintained in a safe condition and in a good state of repair.

On April 30, 2013 at 10:00h the following observations were noted in the Dominion Dining Room:

- a large strip of wallpaper hanging off the wall below the servery window.
- wallpaper missing from wall around the door to the servery where the drywall was cracked with open holes resulting in the steel studs being exposed.
- small tears in the fabric of some of the dining room chairs.
- vinyl baseboard not attached to the wall exposing steel studs resulting in a collection of dirt and debris on floor in the dining room.

When interviewed the Administrator confirmed the noted areas required repair. [s. 15. (2) (c)]



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***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 home, furnishings and equipment are kept clean and sanitary.***
  - the home, furnishings and equipment are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.***
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Issued on this 9th day of May, 2013

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

*Lynn Parsons*