



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

**Rapport d'inspection  
prévues le Loi de 2007  
les foyers de soins de  
longue durée**

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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conformité

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
August 11, 2011	2011-159120-028	H-001396-11 – Critical Incident
<b>Licensee/Titulaire</b>		
Idlewyld Manor, 449 Sanatorium Road, Hamilton, ON L9C 2A7		
<b>Long-Term Care Home/Foyer de soins de longue durée</b>		
Idlewyld Manor, 449 Sanatorium Road, Hamilton, ON L9C 2A7		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b>		
Bernadette Susnik – Environmental Health #120		
<b>Inspection Summary/Sommaire d'inspection</b>		
<p>The purpose of this visit was to conduct a critical incident inspection.</p> <p>During the course of the inspection, the inspector spoke with the Administrator and Director of Care and reviewed all documents related to the critical incident.</p> <p>The following Inspection Protocol was used:</p> <ul style="list-style-type: none"> <li><b>Safe and Secure Home</b></li> </ul> <p>Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p><b>1 WN</b></p>		

**NON- COMPLIANCE / (Non-respectés)**
**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régleur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

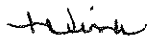
**WN #1: *The licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 5. Every licensee of a long-term care home shall ensure that the home is safe and secure environment for its residents.***

**Findings:**

The licensee did not ensure that the home was a secure environment for its residents. An identified resident eloped from the home in 2011, via the front lobby doors, after normal business hours. The door security system was engaged and the resident knew the key code to disengage the doors. The home did not have a security policy to keep doors locked (and therefore the key pad inoperable) after administrative staff leave for the day. The resident was not identified to be missing by the home staff. The resident was noted outside after hours and was transferred to the hospital and treated for injuries.

Since this incident, the management of the home instituted a new policy to keep front doors locked from 9:00 p.m. to 6:00 a.m. daily.

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.



**Date of Report:** (if different from date(s) of inspection).

Revised for the purpose of publication - Dec 9, 2011 – Lisa Vink