

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

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

 Division de la responsabilisation et de la performance du
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<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
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Date(s) of inspection/Date de l'inspection January 6, 7, 10, 11, 2011	Inspection No/ d'inspectio 2011_178_8603_11Jan101322	Type of Inspection/Genre d'inspection Critical Incident T-3217 CIS # C603-000017-10
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Licensee/Titulaire
The Governing Council of the Salvation Army in Canada, 2 Overlea Blvd, Toronto ON, M4H 1P4, Fax: 416-422-6148

Long-Term Care Home/Foyer de soins de longue durée
Isabel and Arthur Meighen Manor, 155 Millwood Road, Toronto Ontario, M4S 1J6

Name of Inspector(s)/Nom de l'inspecteur(s)
Susan Lui, 199

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection.

During the course of the inspection, the inspector spoke with: Director of Care, Registered staff, one personal support worker (PSW).

During the course of the inspection, the inspector: reviewed the resident record, the home's Abuse Prevention policy, the home's education program, and the home's record of investigation of this critical incident.

The following Inspection Protocols were used in part or in whole during this inspection: Responsive Behaviours.

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
2 VPC

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

WN – Written Notifications/Avis écrit
 VPC – Voluntary Plan of Correction/Plan de redressement volontaire
 DR – Director Referral/Régisseur 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. 6 (1). Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out, clear directions to staff and others who provide direct care to the resident.

Findings:

Inconsistencies exist between identified resident's Care Plan, PCC "Dashboard", Kardex, and Daily Care Record, regarding amount of physical assistance needed for care.

Inspector ID #: 199

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 the requirement that there is a written plan of care for each resident that sets out, clear directions to staff and others who provide direct care to the resident, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 53(1)4

Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours: Protocols for the referral of residents to specialized resources where required.

Findings:

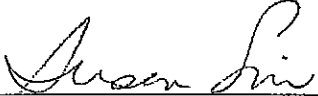
Identified resident, with assessed needs regarding responsive behaviour has not been referred for specialized resources.

Inspector ID #: 199

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 the requirement that the following are developed to meet the needs of residents with responsive behaviours: Protocols for the referral of residents to specialized resources where required, to be implemented voluntarily.



Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		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.	
			
Title:	Date:	Date of Report: (if different from date(s) of inspection).	
		