



**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jan 11, 2018	2018_644507_0001	000215-18	Complaint

Licensee/Titulaire de permis

THE KENSINGTON HEALTH CENTRE
25 BRUNSWICK AVENUE TORONTO ON M5S 2L9

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

THE KENSINGTON GARDENS
25 BRUNSWICK AVENUE TORONTO ON M5S 2L9

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

STELLA NG (507)

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): January 9, 2018.

During the course of the inspection, the inspector(s) spoke with the executive director (ED), facility supervisor (FS), registered nurse (RN), personal care assistant (PCA), client service coordinator and family member.

During the course of the inspection, the inspector toured the building, and reviewed the home's maintenance records and relevant policies.

The following Inspection Protocols were used during this inspection:



Safe and Secure Home

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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 O.Reg 79/10, s. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.

Findings/Faits saillants :

1. The licensee has failed to ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

On an identified date, the Ministry of Health and Long-Term Care (MOHLTC) received a complaint that the resident's room was cold.

In an interview, the complainant stated that his/her family member's room was cold for a few days, and it was resolved the next day after MOHLTC received the complaint.

Record review of the task information sheets and interview with staff #100 revealed that requests to check the heating system of the above mentioned resident room were sent to the maintenance department on five identified dates, and the maintenance staff responded to each request on the same day. In addition, the contractor was contacted on the third day after receiving the first request, and the damaged parts for the actuator were replaced seven days later. Record review of an identified task information sheet revealed that the room temperature in the above mentioned resident room was 19.6 degrees Celsius on the date when MOHLTC received the complaint, and 22 degrees Celsius two days later.

On an identified date, the inspector and staff #100 toured the home and measured the air temperature with an infrared thermometer in different locations and randomly selected 19 resident rooms, included the above mentioned identified resident room, and observed the air temperatures in the family room, multi-purpose room, seven activity rooms and eight dining rooms were below 22 degrees Celsius.

In an interview, staff #100 acknowledged the home was not maintained at a minimum temperature of 22 degrees Celsius. [s. 21.]



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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 is maintained at a minimum temperature of 22 degrees Celsius, to be implemented voluntarily.

Issued on this 19th day of January, 2018

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

Original report signed by the inspector.