

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
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Bureau régional de services de
London
130, avenue Dufferin 4ème étage
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Public Copy/Copie du rapport public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 25, 2021	2021_607523_0013	004984-21, 005190- 21, 005426-21, 008216-21	Critical Incident System

Licensee/Titulaire de permis

Sharon Farms & Enterprises Limited
108 Jensen Road London ON N5V 5A4

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

Kensington Village
1340 Huron Street London ON N5V 3R3

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

ALI NASSER (523)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): June 15, 16, 17, 22 and 23 2021.

Inspector #704957 and #705243 were in presence during this inspection.

**This inspection was completed for the following critical incidents:
Intake Log #008216-21, related to allegations of staff to resident abuse.
Intake Log #005426-21, related to a resident's fall, injury and transfer to hospital.
Intake Log #005190-21, related to allegations of resident to resident abuse.
Intake Log #004984-21, related to allegations of resident to resident abuse.**

**This inspection was completed concurrently with complaint inspection
2021_607523_0014.**

During the course of the inspection, the inspector(s) spoke with the Director of Care, Assistant Director of Care, four Registered staff members, five Personal Support Workers, three students, a Housekeeping staff member, Director of Environmental Services and two residents.

The inspector(s) also toured the home, observed residents and care provided to them, reviewed clinical records, incident reports, investigation notes and reviewed specific policies and procedures of the home.

The following Inspection Protocols were used during this inspection:

**Falls Prevention
Infection Prevention and Control
Prevention of Abuse, Neglect and Retaliation
Responsive Behaviours
Safe and Secure Home**

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

2 WN(s)
1 VPC(s)
1 CO(s)
0 DR(s)
0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
<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>Légende</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 O.Reg 79/10, s. 21. Air temperature**Findings/Faits saillants :**

1. The licensee has failed to ensure that the temperature was measured at a minimum in at least two resident bedrooms in different parts of the home, one resident common area on every floor of the home, which may include a lounge, dining area or corridor and every designated cooling area, if there are any in the home; and that those required temperatures were documented in writing at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

In an interview DES said it was the nursing staff responsibility to measure and document the air temperatures in the residents' rooms and common areas.

In an interview ADOC said the nursing staff measure the air temperature and humidex and document the readings in the temperature logbook.

Observations on a certain date of the temperature logbook with ADOC showed staff measured air temperature and calculated Humidex in the spa room only.

In an interview ADOC said the home currently did not measure the air temperatures in different locations of the home or as frequent as indicated in the requirements.

In an interview DOC said the home was recently made aware of the new requirements, but they did not receive updated policies reflecting those amendments to Ontario Regulation 79/10 regarding air temperatures measurements and documentations.

DOC said they will work with corporate office to ensure the updated policy would be implemented.

Observations on a specific date of the Temperature, Relative Humidity and Humidex Reading Tracking Log, showed air temperatures taken in two resident rooms and one common area once a day with no recorded time of measurements.

Sources: Observations and staff interviews [s. 21.]

Additional Required Actions:

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector".

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 129. Safe storage of drugs

Specifically failed to comply with the following:

s. 129. (1) Every licensee of a long-term care home shall ensure that,

(a) drugs are stored in an area or a medication cart,

(i) that is used exclusively for drugs and drug-related supplies,

(ii) that is secure and locked,

(iii) that protects the drugs from heat, light, humidity or other environmental conditions in order to maintain efficacy, and

(iv) that complies with manufacturer's instructions for the storage of the drugs; and O. Reg. 79/10, s. 129 (1).

(b) controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart. O. Reg. 79/10, s. 129 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that drugs were stored in a medication cart that was secured and locked.

A. Observations on a certain date on a specific resident home area showed a medication cart in the hallway that was unlocked and unattended. Prescribed drugs were observed in the drawers of the cart.

In an interview a RN said they were using the cart and went to a resident's room to provide care. The RN said they should have locked the cart when left unattended to ensure drugs were secured.

In an interview DOC said the expectation was for the medication cart to be locked when unattended and all drugs be safe and secured.

B. Observations on certain date on a specific resident home area showed a medication cart in the hallway. The cart was unlocked and unattended including the narcotic box in the bottom drawer. Prescribed drugs were observed in the drawers of the cart.

In an interview DOC said the medication cart was to be locked when unattended and all drugs be safe and secure.

Sources: observations and staff interviews. [s. 129. (1) (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 to ensure that drugs were stored in a medication cart that was secured and locked, to be implemented voluntarily.

Issued on this 28th day of June, 2021

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

Original report signed by the inspector.

Order(s) of the Inspector

Ordre(s) de l'inspecteur

Pursuant to section 153 and/or
section 154 of the *Long-Term
Care Homes Act, 2007*, S.O.
2007, c. 8

Aux termes de l'article 153 et/ou de
l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Division des opérations relatives aux soins de longue durée
Inspection de soins de longue durée

Public Copy/Copie du rapport public

Name of Inspector (ID #) /

Nom de l'inspecteur (No) : ALI NASSER (523)

Inspection No. /

No de l'inspection : 2021_607523_0013

Log No. /

No de registre : 004984-21, 005190-21, 005426-21, 008216-21

Type of Inspection /

Genre d'inspection: Critical Incident System

Report Date(s) /

Date(s) du Rapport : Jun 25, 2021

Licensee /

Titulaire de permis : Sharon Farms & Enterprises Limited
108 Jensen Road, London, ON, N5V-5A4

LTC Home /

Foyer de SLD : Kensington Village
1340 Huron Street, London, ON, N5V-3R3

Name of Administrator /

Nom de l'administratrice

ou de l'administrateur : Tracie Klisht

To Sharon Farms & Enterprises Limited, you are hereby required to comply with the following order(s) by the date(s) set out below:

Order(s) of the Inspector**Ordre(s) de l'inspecteur**

Pursuant to section 153 and/or
section 154 of the *Long-Term
Care Homes Act, 2007*, S.O.
2007, c. 8

Aux termes de l'article 153 et/ou de
l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

Order # /**No d'ordre :** 001**Order Type /****Genre d'ordre :** Compliance Orders, s. 153. (1) (a)**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 21. Air temperature

Order / Ordre :

The licensee must comply with section 21 of O. Reg. 79/10.

Specifically the licensee must ensure that the temperature is measured at a minimum in at least two resident bedrooms in different parts of the home, one resident common area on every floor of the home, which may include a lounge, dining area or corridor and every designated cooling area, if there are any in the home; and that those required temperatures were documented in writing at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

Grounds / Motifs :

1. 1. The licensee has failed to ensure that the temperature was measured at a minimum in at least two resident bedrooms in different parts of the home, one resident common area on every floor of the home, which may include a lounge, dining area or corridor and every designated cooling area, if there are any in the home; and that those required temperatures were documented in writing at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

In an interview DES said it was the nursing staff responsibility to measure and document the air temperatures in the residents' rooms and common areas.

In an interview ADOC said the nursing staff measure the air temperature and humidex and document the readings in the temperature logbook.

Observations on a certain date of the temperature logbook with ADOC showed staff measured air temperature and calculated Humidex in the spa room only.

In an interview ADOC said the home currently did not measure the air

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Pursuant to section 153 and/or
section 154 of the *Long-Term
Care Homes Act, 2007*, S.O.
2007, c. 8

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2007, chap. 8

temperatures in different locations of the home or as frequent as indicated in the requirements.

In an interview DOC said the home was recently made aware of the new requirements, but they did not receive updated policies reflecting those amendments to Ontario Regulation 79/10 regarding air temperatures measurements and documentations.

DOC said they will work with corporate office to ensure the updated policy would be implemented.

Observations on a specific date of the Temperature, Relative Humidity and Humidex Reading Tracking Log, showed air temperatures taken in two resident rooms and one common area once a day with no recorded time of measurements.

Sources: Observations and staff interviews.

An order was made by taking the following factors into account:

Severity: There was a risk of heat related illness associated by not taking the air temperatures in the random areas of the home at the different intervals as specified in the O. Reg.

Scope: This non compliance had the potential to impact most of the residents in the home.

Compliance History: In the last 36 months the home had no noncompliance related to this section.

(523)

**This order must be complied with by /
Vous devez vous conformer à cet ordre d'ici le :**

Jul 02, 2021

Order(s) of the Inspector

Ordre(s) de l'inspecteur

Pursuant to section 153 and/or
section 154 of the *Long-Term
Care Homes Act, 2007*, S.O.
2007, c. 8

Aux termes de l'article 153 et/ou de
l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this (these) Order(s) in accordance with section 163 of the Long-Term Care Homes Act, 2007.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for services for the Licensee.

The written request for review must be served personally, by registered mail, commercial courier or by fax upon:

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing, when service is made by a commercial courier it is deemed to be made on the second business day after the day the courier receives the document, and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the Long-Term Care Homes Act, 2007. The HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Order(s) of the Inspector

Ordre(s) de l'inspecteur

Pursuant to section 153 and/or
section 154 of the *Long-Term
Care Homes Act, 2007*, S.O.
2007, c. 8

Aux termes de l'article 153 et/ou de
l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

Health Services Appeal and Review Board and the Director

Attention Registrar
Health Services Appeal and Review Board
151 Bloor Street West, 9th Floor
Toronto, ON M5S 1S4

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1
Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Order(s) of the Inspector

Ordre(s) de l'inspecteur

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section 154 of the *Long-Term
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2007, c. 8

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foyers de soins de longue durée*, L.O.
2007, chap. 8

**RENSEIGNEMENTS RELATIFS AUX RÉEXAMENS DE DÉCISION ET AUX
APPELS**

PRENEZ AVIS :

Le/la titulaire de permis a le droit de faire une demande de réexamen par le directeur de cet ordre ou de ces ordres, et de demander que le directeur suspende cet ordre ou ces ordres conformément à l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée.

La demande au directeur doit être présentée par écrit et signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au/à la titulaire de permis.

La demande écrite doit comporter ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le/la titulaire de permis souhaite que le directeur examine;
- c) l'adresse du/de la titulaire de permis aux fins de signification.

La demande de réexamen présentée par écrit doit être signifiée en personne, par courrier recommandé, par messagerie commerciale ou par télécopieur, au :

Directeur
a/s du coordonnateur/de la coordonnatrice en matière d'appels
Direction de l'inspection des foyers de soins de longue durée
Ministère des Soins de longue durée
1075, rue Bay, 11^e étage
Toronto ON M5S 2B1
Télécopieur : 416-327-7603

Order(s) of the Inspector**Ordre(s) de l'inspecteur**

Pursuant to section 153 and/or
section 154 of the *Long-Term
Care Homes Act, 2007*, S.O.
2007, c. 8

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foyers de soins de longue durée*, L.O.
2007, chap. 8

Quand la signification est faite par courrier recommandé, elle est réputée être faite le cinquième jour qui suit le jour de l'envoi, quand la signification est faite par messagerie commerciale, elle est réputée être faite le deuxième jour ouvrable après le jour où la messagerie reçoit le document, et lorsque la signification est faite par télécopieur, elle est réputée être faite le premier jour ouvrable qui suit le jour de l'envoi de la télécopie. Si un avis écrit de la décision du directeur n'est pas signifié au/à la titulaire de permis dans les 28 jours de la réception de la demande de réexamen présentée par le/la titulaire de permis, cet ordre ou ces ordres sont réputés être confirmés par le directeur, et le/la titulaire de permis est réputé(e) avoir reçu une copie de la décision en question à l'expiration de ce délai.

Le/la titulaire de permis a le droit d'interjeter appel devant la Commission d'appel et de révision des services de santé (CARSS) de la décision du directeur relative à une demande de réexamen d'un ordre ou des ordres d'un inspecteur ou d'une inspectrice conformément à l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée. La CARSS est un tribunal autonome qui n'a pas de lien avec le ministère. Elle est créée par la loi pour examiner les questions relatives aux services de santé. Si le/la titulaire décide de faire une demande d'audience, il ou elle doit, dans les 28 jours de la signification de l'avis de la décision du directeur, donner par écrit un avis d'appel à la fois à :

la Commission d'appel et de révision des services de santé et au directeur

À l'attention du/de la registrateur(e)
Commission d'appel et de révision
des services de santé
151, rue Bloor Ouest, 9e étage
Toronto ON M5S 1S4

Directeur
a/s du coordonnateur/de la coordonnatrice en matière
d'appels
Direction de l'inspection des foyers de soins de longue durée
Ministère des Soins de longue durée
1075, rue Bay, 11e étage
Toronto ON M5S 2B1
Télécopieur : 416-327-7603

À la réception de votre avis d'appel, la CARSS en accusera réception et fournira des instructions relatives au processus d'appel. Le/la titulaire de permis peut en savoir davantage sur la CARSS sur le site Web www.hsarb.on.ca.

Issued on this 25th day of June, 2021

Signature of Inspector /

Signature de l'inspecteur :

Name of Inspector /

Nom de l'inspecteur : Ali Nasser

Service Area Office /

Bureau régional de services : London Service Area Office