



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

**Rapport d'inspection  
prévue 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

London Service Area Office  
291 King Street, 4th Floor  
London ON N6B 1R8

Bureau régional de services de London  
291, rue King, 4<sup>ième</sup> étage  
London ON N6B 1R8

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

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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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
October 05, 2010	2010_112_2729_05Oct102500	Other Log# L-01355

**Licensee/Titulaire**  
Sharon Farms & Enterprises Limited, 1340 Huron St., London, ON N5V 3R3

**Long-Term Care Home/Foyer de soins de longue durée**  
Kensington Village, 1340 Huron St. London, ON N5V 3R3

**Name of Inspector/Nom de l'inspecteur(s)**  
Carole Alexander #112

**Inspection Summary/Sommaire d'inspection**

During a follow up inspection, the inspector was made aware of a critical incident related to an allegation of abuse and an investigation of this critical incident was made.

During the course of the inspection, the inspector spoke with: Assistant Director Care, and a resident.

During the course of the inspection, the inspector: reviewed the following information:

- 1) The resident's progress notes
- 2) The resident's care plan

The following Inspection Protocols were used in part or in whole during this inspection:  
Prevention of Abuse and Neglect

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

#3 WN  
#1 CO: 001

**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 the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.19(1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

**Findings:**

On August 17, 2010, a resident sustained skin tears and bruising during care provisions for bathing.

**Inspector ID #:** 112

**Additional Required Actions:**

CO # 001.

**WN #2:** The Licensee has failed to comply with the Long-Term Care Homes Act, 2007, S.O. 2007 c.8, s.23 (1)(a)(i) Every licensee of a long-term care home shall ensure that, (a) every alleged, suspected or witnessed incident of the following that the licensee knows of, or that is reported to the licensee, is immediately investigated: (i) abuse of a resident by anyone

**Findings:**

On August 19, 2010 the licensee was made aware of an abuse allegation related to injuries a resident sustained during care provisions provided by staff. The Licensee did not conduct an investigation

**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 ensuring investigations are completed as required, to be implemented voluntarily.



**WN #3:** Licensee has failed to comply with the Long-Term Care Homes Act, 2007, S.O. 2007 c.8, s. 24 (1)(2)

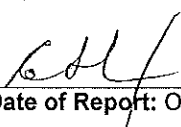
A person that has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director: (2) Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to resident

**Findings:**

On August 19, 2010, the licensee was made aware of an abuse allegation related to injuries sustained during care provisions for bathing and the licensee did not report the information to the Director

**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 ensuring the Director is notified as 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: October 19, 2010	



## Order(s) of the Inspector

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

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Carole Alexander	<b>Inspector ID #</b> 112
<b>Log #:</b>	L-01355	
<b>Inspection Report #:</b>	2010_112_2729_05Oct102500	
<b>Type of Inspection:</b>	Follow Up	
<b>Date of Inspection:</b>	October 05, 2010	
<b>Licensee:</b>	Sharon Farms & Enterprises Limited, 1340 Huron St., London, ON N5V 3R3	
<b>LTC Home:</b>	Kensington Village, 1340 Huron St. London, ON N5V 3R3	
<b>Name of Administrator:</b>	Leslie Hancock	

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

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(b)
<b>Pursuant to: LTCHA, 2007, S.O.2007c.8 s.19(1)</b> Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.			
<b>Order: The licensee is required to prepare, submit and implement a plan for achieving compliance with LTCHA, 2007, S.O. 2007 c.8 s.19(1)</b>			
<b>Grounds:</b> 1. On August 17, 2010, a resident, sustained skin tears and bruising during care provisions for bathing			
<b>This order must be complied with by:</b>		October 22, 2010	



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

**Ministère de la Santé et des Soins de longue durée**  
 Division de la responsabilisation et de la performance du système de santé  
 Direction de l'amélioration de la performance et de la conformité

**REVIEW/APEAL 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 service for the Licensee.

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

**Director**  
 c/o Appeals Clerk  
 Performance Improvement and Compliance Branch  
 Ministry of Health and Long-Term Care  
 55 St. Clair Ave. West  
 Suite 800, 8<sup>th</sup> floor  
 Toronto, ON M4V 2Y2  
 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 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 group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

**Health Services Appeal and Review Board and the**  
 Attention Registrar  
 151 Bloor Street West  
 9th Floor  
 Toronto, ON  
 M5S 2T5

**Director**  
 c/o Appeals Clerk  
 Performance Improvement and Compliance Branch  
 55 St. Claire Avenue, West  
 Suite 800, 8<sup>th</sup> Floor  
 Toronto, ON M4V 2Y2

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](http://www.hsarb.on.ca).

Issued on the 1st, day of November 2010.	
Signature of Inspector:	
Name of Inspector:	Carole Alexander