



**Ministry of Health and  
Long-Term Care**

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

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

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

**Health System Accountability and  
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Performance Improvement and  
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**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 21, 2014	2014_303563_0006	L-000162-14	Complaint

**Licensee/Titulaire de permis**

SHARON FARMS & ENTERPRISES LIMITED  
1340 HURON STREET, LONDON, ON, N5V-3R3

**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**

MELANIE NORTHEY (563)

**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): March 20, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Assistant Director of Care, the Physician, three Registered Practical Nurses and three residents.

During the course of the inspection, the inspector(s) observed lunch meal service, observed physician rounds, reviewed health records and other relevant documentation.

The following Inspection Protocols were used during this inspection:  
Dignity, Choice and Privacy



Findings of Non-Compliance were found during this inspection.

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<b>Legend</b>	<b>Legendé</b>
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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.



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**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights**

**Specifically failed to comply with the following:**

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs. 2007, c. 8, s. 3 (1).**

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**Findings/Faits saillants :**

1. The licensee failed to fully respect and promote the resident's right to be afforded privacy in treatment and in caring for his or her personal needs as evidenced by:

a) Interview with resident #003 revealed the physician often approaches residents in the hall to ask how they are doing and anyone sitting in the hall can hear about the resident's health treatment.

b) Resident #003 shared that they write information down in a notebook that he or she would like to share with the physician during the next visit and often the visit occurs in the hallway denying the resident the opportunity to retrieve the notebook to discuss pertinent health issues privately and in an appropriate location.

c) Interview with resident #003 revealed the resident received a chest assessment by stethoscope in the hallway by the physician. The home's physician did not deny doing a chest assessment by stethoscope in the hall for resident #003.

d) Interview with resident #001 revealed the physician has spoke to him or her regarding ongoing health issues while attending a meeting in the activity room and has visited the resident in the dining room during lunch at least once this year. Resident #001 shared that there is hesitation to discuss health issues in the dining room and the physician should only talk about health related issues in private. [s. 3. (1) 8.]

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Issued on this 21st day of March, 2014

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

Melanie Northey