



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 prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division  
 Performance Improvement and Compliance Branch  
 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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Date(s) of Inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jul 14, Aug 10, Sep 19, 20, 2011	2011_074173_0002	Critical Incident

**Licensee/Titulaire de permis**

KING NURSING HOME LIMITED  
 49 Sterne Street, Bolton, ON, L7E-1B9

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

KING NURSING HOME  
 49 Sterne Street, Bolton, ON, L7E-1B9

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

LESA WULFF (173)

**Inspection Summary/Résumé de l'inspection**

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

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care

During the course of the inspection, the inspector(s) Reviewed policy and procedure, reviewed investigation notes and response of home for Log # H02623

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

Legend	Legendé
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

<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>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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</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. 96. Policy to promote zero tolerance**  
**Every licensee of a long-term care home shall ensure that the licensee's written policy under section 20 of the Act to promote zero tolerance of abuse and neglect of residents,**  
**(a) contains procedures and interventions to assist and support residents who have been abused or neglected or allegedly abused or neglected;**  
**(b) contains procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate;**  
**(c) identifies measures and strategies to prevent abuse and neglect;**  
**(d) identifies the manner in which allegations of abuse and neglect will be investigated, including who will undertake the investigation and who will be informed of the investigation; and**  
**(e) identifies the training and retraining requirements for all staff, including,**  
**(i) training on the relationship between power imbalances between staff and residents and the potential for abuse and neglect by those in a position of trust, power and responsibility for resident care, and**  
**(ii) situations that may lead to abuse and neglect and how to avoid such situations. O. Reg. 79/10, s. 96.**

**Findings/Faits saillants :**

The licensee did not ensure that the licensee's written policy under section 20 of the Act to promote zero tolerance of Abuse and Neglect of residents:

(c) Identifies measures and strategies to prevent abuse and neglect.  
 [LTCHA 2007, S.O. 2007 c.8 s96(c)]

a) The homes policy #VII-G-10.00 called Abuse and Neglect of a Resident - Actual or Suspected, dated December 2010 does not identify measures and strategies to prevent abuse and neglect.

**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 related to developing a plan to ensure that the policy and procedure for Preventing Abuse and Neglect includes measures and strategies to prevent Abuse and Neglect, to be implemented voluntarily.**

Issued on this 11th day of August, 2011



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prévus le Loi de 2007 les  
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Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

A handwritten signature in black ink, appearing to read "Lisa Wulff". The signature is written in a cursive style with a large initial 'L' and 'W'.