



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
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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Oct 9, 10, 11, 2012; 2012_038197_0028; Complaint

Licensee/Titulaire de permis

REGIONAL MUNICIPALITY OF DURHAM
605 Rossland Road East, WHITBY, ON, L1N-6A3

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

LAKEVIEW MANOR
133 Main Street, P.O. Box 514, Beaverton, ON, L0K-1A0

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

JESSICA PATTISON (197)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Acting Administrator, the Assistant Administrator, the Manager of Environmental Services, Registered Practical Nurses, Personal Support Workers, Housekeeping staff, Therapy/Activity staff, residents and a resident's family member.

During the course of the inspection, the inspector(s) reviewed 24 hour air temperature reports for a random selection of resident rooms and common areas throughout the home, invoices related to the insulation of windows and inspections of the Heating, Ventilation and Air Conditioning (HVAC) system in the home over the past 12 months, Residents' Council meeting minutes and the response from the home related to concerns from Residents' Council about air temperature in the home.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

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>Legendé</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. 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 comply with O. Reg. 79/10, s. 21 in that the home is not maintained at a minimum temperature of 22 degrees Celsius.

A complaint was received stating that the air temperature in the home was cold, especially in the Winter months.

During an interview with the Assistant Administrator and the Manager of Environmental Services on October 9, 2012 they stated that the home had issues in the Winter of 2011/2012 with certain windows becoming covered in frost and some residents were complaining about the cold. They further stated that actions have been taken to improve insulation around windows and further actions are being considered such as insulation in other areas of the home. The Manager of Environmental Services stated that the home's system can generate current 24 hour temperature reports for each area in the home.

A random selection of resident rooms and common areas were selected throughout the home and their 24 hour temperature reports were reviewed.

The Assistant Administrator stated that each resident room/area in the home has its own thermostat that has a range of 5 degrees Celsius. The mid-point of each resident room/area thermostat is set at 22 degrees Celsius which means that a room can be set anywhere from 19.5 to 24.5 degrees Celsius.

According to the home's system generated 24 hour air temperature reports the following was found:

- As of 0855 hours on October 10, 2012 a specified resident room was 21.3 degrees Celsius and was below 22 degrees Celsius for approximately 21 of the 24 hours on the report, reaching a low of 21.0 degrees Celsius.
- As of 0841 hours on October 10, 2012 a specified resident room was 21.6 degrees Celsius and was below 22 degrees Celsius for approximately 14 out of the 24 hours on the report, reaching a low of 21.4 degrees Celsius.
- As of 0856 hours on October 10, 2012 a specified resident room was 21.5 degrees Celsius and was below 22 degrees Celsius for the entire 24 hour period of the report, reaching a low of 20.6 degrees Celsius.
- As of 1556 hours on October 9, 2012, a specified resident room was 20.7 degrees Celsius and was below 22 degrees Celsius for the entire 24 hour period of the report, reaching a low of 19.5 degrees Celsius.
- As of 1558 hours on October 10, 2012 a specified resident room was 23.9 degrees Celsius, but was below 22 degrees Celsius for approximately 6 out of the 24 hours on the report, reaching a low of 21.5 degrees Celsius.
- As of 1557 hours on October 9, 2012 a sitting lounge in the home was 21.0 degrees Celsius and was below 22 degrees Celsius for approximately 15 of the 24 hours on the report, reaching a low of about 20.7 degrees Celsius.

Staff members #S100 and S101 confirmed that the residents in three of the specified rooms would not understand how to work their in-room thermostats to increase the temperature if they were cold. The thermostats in each of these three resident rooms were found to be in the lowest position indicating the temperature was set at 19.5 degrees Celsius.

The thermostat in another resident room was checked and observed to have the front cover taped shut and when opened was in the lowest position indicating it was set at 19.5 degrees Celsius. Staff member #S107 stated on October 9, 2012 she did not know why the front cover of this resident's thermostat would be taped shut. She also stated that residents on this unit do not often use the sitting lounge since it is quite cold.

During an interview with staff members # S105 and S106 on October 10, 2012 they indicated that they did not know why the thermostat in a specified resident room was taped shut and that this resident would likely only know to turn up the thermostat if he/she was told to.

Another specified resident was interviewed and stated that his/her room is often cold and that he/she does not find moving the thermostat up makes a difference in the room temperature. The resident further stated that due to the location of his/her room and the draft from his/her own window he/she finds it very cold.



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the Long-Term Care
Homes Act, 2007

Ministère de la Santé et des
Soins de longue durée

Rapport d'inspection
prévus le Loi de 2007 les
foyers de soins de longue

Issued on this 11th day of October, 2012

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

Jessica Patten, RD