



**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^{ème} étage
London ON N6B 1R8

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

Telephone: 519-675-7680
Facsimile: 519-675-7685

Téléphone: 519-675-7680
Télécopieur: 519-675-7685

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date of inspection/Date de l'inspection March 24, 2011	Inspection No/ d'inspection 2011_135_2917_26Mar123436	Type of Inspection/Genre d'inspection Complaint L-000490-11
Licensee/Titulaire Devonshire Erin Mills Inc., 195 Dufferin Avenue Suite 800, London, Ont. N6A 1K7		
Long-Term Care Home/Foyer de soins de longue durée Lanark LTC Centre, 46 Lanark Crescent, Kitchener. Ontario N2N 2Z8		
Name of Inspector/Nom de l'inspecteur Bonnie MacDonald #135		
Inspection Summary/Sommaire d'inspection		
<p>The purpose of this inspection was to conduct a complaint inspection regarding care and services in the home.</p> <p>During the course of the inspection, the inspectors spoke with: Regional Manager, Assistant Director of Care, Food Services Manager, Dietitian, Food Services Supervisor, Registered and non Registered Nursing staff, Dietary staff and Residents.</p> <p>During the course of the inspection, the inspector observed dinner service on Maple home area.</p> <p>The following Inspection Protocol was used during this inspection: Dining Observations</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p>WN 1 VPC1</p>		



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.

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-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.)

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 O.Reg. 79/10, s. 73(2)(b) The licensee shall ensure that, no resident who requires assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident.

Findings:

- 1. Dinner Service March 24, 2011 in Maple Dining room a high risk resident requiring total assistance with meals was not provided assistance at time of service: Resident was served their entrée at 5:10 pm. and was provided assistance to eat at 5:32 pm.

Inspector ID #: 135

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 ensuring residents are provided assistance to eat or drink when meals are served, 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.

Signature of Bonnie MacDonald

March 28, 2011

Title: Date:

Date of Report: (if different from date(s) of inspection).