



**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

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système de santé  
Direction de l'amélioration de la performance et de la  
conformité

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<b>Date of inspection/Date de l'inspection</b> November 17, 2010	<b>Inspection No/ d'inspection</b> 2010_112_2917_17Nov094142	<b>Type of Inspection/Genre d'inspection</b> Critical Incident Log # L01669
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**Licensee/Titulaire**  
Devonshire Erin Mills Inc., 195 Dufferin Ave., Suite 800, London, ON N6A 1K7

**Long-Term Care Home/Foyer de soins de longue durée**  
Lanark Heights Long Term Care Centre, Kitchener, ON N2N 2Z8

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

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a critical incident inspection involving inadequate nursing and personal care service provisions

During the course of the inspection, the inspector spoke with: A practical registered staff member, a personal Support Worker, the Administrator and a resident.

During the course of the inspection, the inspector: Observed a resident's care provisions, reviewed a resident's progress record, care plan and interventions, and reviewed the home's internal investigation.

The following Inspection Protocols were used in part or in whole during this inspection:  
Personal Support Services

There are no findings of Non-Compliance as a result of this inspection.

