Ontario

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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
April 13, 2011	2011_121_9549_13Apr125344	Complaint L-000460

Licensee/Titulaire
Corporation of the County of Grey,595 9th Avenue E., Owen Sound, ON N4K 3E3

Long-Term Care Home/Foyer de soins de longue durée
Lee Manor, 875 6th St., E., Owen Sound, ON N4K 5W5

Name of Inspector(s)/Nom de l'inspecteur(s)
Elizabeth Elvidge #121

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection relating to responding to written complaints and reporting suspected abuse.

During the course of the inspection, the inspector spoke with the Administrator.

During the course of the inspection, the inspector reviewed the date and contents of the e-mail.

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
1 VPC

Revised for Publication

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. 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 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-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 LTCHA, 2007, S.O. 2007, c.8, s.24(1)2
A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:
2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

Findings:
An e-mail was sent to the Assistant Director of Care at Lee Manor on Feb. 2, 2011 contained examples of alleged abuse.
No Critical Incident was completed and submitted to the MOHLTC by the Home.

Inspector ID #:	121

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 with reporting of the suspicion of abuse to a resident, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg. 79/10, s.101(1)1
Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

Findings:
An e-mail sent by the [redacted] of a resident to the Assistant Director of Care at Lee Manor on Feb. 2, 2011 contained concerns/issues. This e-mail was not responded to in writing.

Inspector ID #:	121

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.** Elizabeth Elmidge
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection). April 13, 2011