



**Ministry of Health and Long-Term Care**

**Inspection Report under the Long-Term Care Homes Act, 2007**

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

**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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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Mar 14, 15, 27, 2012	2012_090172_0024	Critical Incident

**Licensee/Titulaire de permis**

DEVONSHIRE ERIN MILLS INC.  
195 DUFFERIN AVENUE, SUITE 800, LONDON, ON, N6A-1K7

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

LONGWORTH LONG TERM CARE FACILITY  
590 Longworth Road, LONDON, ON, N6K-4X9

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

JOAN WOODLEY (172)

**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 the Administrator, the Director of Care, the Physician, the RAI Co-ordinator, the Social Services Manager, 1 Registered Nurse, 2 Registered Practical Nurses, 1 Restorative Aide, 1 Recreation Aides, and 2 Personal Support Workers.

During the course of the inspection, the inspector(s) held interviews, reviewed health care records, DOS charting, and other relevant documents and observed care.

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

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



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<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>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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care Specifically failed to comply with the following subsections:

s. 6. (8) The licensee shall ensure that the staff and others who provide direct care to a resident are kept aware of the contents of the resident's plan of care and have convenient and immediate access to it. 2007, c. 8, s. 6 (8).

Findings/Faits saillants :

1. Staff interview with Director of Care confirmed she is aware of a soft ware problem in the home and that the home has not been able to update a certain Resident's care plan if there was a need, for 54 days.
2. Staff interview with RAI Co-ordinator revealed the home's software "Mede-Care," has not been able to update information related to a certain resident for 54 days. The care plan showing on the computer has not been updated nor is the home able to print a Kardex with any changes over the last 54 days. The RAI Co-ordinator also stated "the home does not print hard copies of the care plan" any more. The Registered staff were instructed to write any changes in the Progress notes.
3. Staff interview with a Registered Nurse and a Registered Practical Nurse, revealed that they are unaware of this situation and did not know that they were to write any changes in the progress notes that would be entered into the care plan when the problem was corrected.  
[LTCHA, 2007, S.O.2007,c.8,s.6(8)]

Issued on this 27th day of March, 2012

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

*Jean L. Hodley*