

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

Rapport d'inspection prévue  
sous *la Loi de 2007 sur les foyers  
de soins de longue durée*

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Sep 10, 2019	2019_814734_0010	029664-18, 008201-19	Complaint

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**Licensee/Titulaire de permis**

Revera Long Term Care Inc.  
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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

MacKenzie Place  
52 George Street NEWMARKET ON L3Y 4V3

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

JADY NUGENT (734), ROMELA VILLASPIR (653)

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**Inspection Summary/Résumé de l'inspection**

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

**This inspection was conducted on the following date(s): August 26-30 and September 3-5, 2019**

**The following intakes were inspected upon during this Complaint Inspection:  
-log #029664-18, related to food quality, medication, recreation and social activities and nutrition and hydration  
-log #008201-19, related to personal support services and continence care and bowel management.**

**This inspection was completed concurrently with critical incident inspection #2019\_594746\_0018.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Interim Director of Care (DOC), Acting Directors of Care (ADOC), Nutrition Manager (NM), Recreation Manager (RM), Regional Manager of Education and Resident Services (RMERS), Registered Dietitian (RD), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), and residents.**

**The inspectors also made observations of residents and their home areas; and reviewed relevant administrative health records for specified residents.**

**The following Inspection Protocols were used during this inspection:  
Continence Care and Bowel Management  
Food Quality  
Medication  
Nutrition and Hydration  
Personal Support Services  
Recreation and Social Activities**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)  
0 VPC(s)  
0 CO(s)  
0 DR(s)  
0 WAO(s)**

**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>Légende</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. 62. Every licensee of a long-term care home shall ensure that there is a written description of the social work and social services work provided in the home and that the work meets the residents' needs. O. Reg. 79/10, s. 62.**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that there was a written description of the social work and social services work provided in the home and that the work meets the residents' needs.

The Ministry of Long-Term Care (MLTC) received complaint #IL-61491-CE and #IL-61582-CE related to concerns regarding the lack of social services provided in the home.

During an interview, the complainant indicated the home did not have a social worker and services were not provided.

During the course of the inspection, Inspector #653 requested the Director of Care (DOC) to provide the home's written description related to the social work and social services work provided in the home. The DOC provided the following policies: "LTC – Recreation Program" index #CARE16-P10 and "LTC – Recreation Programming" index #CARE16-O10-01 reviewed on March 31, 2019. The home's Regional Manager of Education and Resident Services (RMERS) provided a copy of the home's "Memorandum of Understanding Between Mackenzie Place and Ontario Shores Centre for Mental Health Sciences (Ontario Shores)" to Inspector #653, and indicated the home did not have a written description specifically on social work and social services programs in the home. A review of both policies and the memorandum did not identify a written description of the social work and social services work provided in the home.

During separate interviews, the Recreation Manager (RM) and the DOC indicated the home did not have a social worker on-site and staff usually addressed the concerns in the home. However, external resources such as Community Care Access Centre (CCAC) can be accessed to obtain a social worker and their services if required by any resident. The RM and DOC reviewed the above mentioned policies with Inspector #653, and acknowledged that there was no written description of the social work and social services work provided in the home. [s. 62.]

**Issued on this 10th day of September, 2019**

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

**Original report signed by the inspector.**