



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

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

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

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

**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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### **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jun 21, 2013	2013_180145_0013	L-000395-13	Complaint

#### **Licensee/Titulaire de permis**

ST. JOSEPH'S HEALTH CARE, LONDON  
268 Grosvenor Street, P.O. Box 5777, LONDON, ON, N6A-4V2

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

ST. JOSEPH'S HEALTH CARE, LONDON - MOUNT HOPE CENTRE FOR LONG  
TERM CARE - MARIAN VILLA  
200 COLLEGE AVENUE, P.O. BOX 5777, LONDON, ON, N6A-1Y1

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

KARIN MUSSART (145)

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

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

**This inspection was conducted on the following date(s): June 20, 2013**

**During the course of the inspection, the inspector(s) spoke with The Director of  
Care; Environmental Services Co-ordinator; Educator.**

**During the course of the inspection, the inspector(s) Toured home; reviewed  
policy and procedures.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Housekeeping**



**Findings of Non-Compliance were found during this inspection.**

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

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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.)  The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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.  Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services**

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**Specifically failed to comply with the following:**

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**
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**Findings/Faits saillants :**

The Licensee failed to ensure that the home, furnishings and equipment are kept clean and sanitary as evidenced by:

- a) In a dining room, observed that the window ledge was very dusty.
- b) A standing fan in hallway across from a nurses station, had blades that were coated in dust.
- c) Flowers on a wall between a bathing suite and a laundry room were coated in dust.
- d) A disposable glove holder sleeve on the wall, had noticeable dust on the top surface.
- e) A hanging flower arrangement on the wall outside of a resident room, had a large build-up of dust.
- f) In a resident room, the dresser was very dusty.
- g) The frame of a picture hanging on the hallway wall across from a resident room, was coated in dust.
- h) A standing fan outside of a resident room, had blades that were dusty/dirty.
- i) A statue in the Alcove by the elevators on the second floor was very dusty. [s. 15. (2) (a)]



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***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 to ensure that the home, furnishings and equipment are kept clean, to be implemented voluntarily.***

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**Issued on this 21st day of June, 2013**

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