



**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

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

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
March 25, 2011	2011_133_8540_25Mar135800	Complaint (log #0-000522)
Licensee/Titulaire		
Maxville Manor, 80 Mechanic Street, Maxville, ON, K0C 1T0 Fax: 1-613-527-3103		
Long-Term Care Home/Foyer de soins de longue durée		
Maxville Manor, 80 Mechanic Street, Maxville, ON, K0C 1T0 Fax: 1-613-527-3103		
Name of Inspector(s)/Nom de l'inspecteur(s)		
Jessica Lapensee, #133		
Inspection Summary/Sommaire d'inspection		



The purpose of this inspection was to conduct a complaint inspection related to the Home's lack of a resident-staff communication and response system in the B/C unit and related to the notification of the a resident's substitute decision maker after the resident fell.

During the course of the inspection, the inspector spoke with the Director of Care, the Environmental Services Manager and an offsite contractor with the company "Help Call Communications Systems".

During the course of the inspection, the inspector inspected several resident's bedrooms in the B/C unit and reviewed components of a resident's health care record.

The following Inspection Protocol was used during this inspection:
Safe and Secure Home

Findings of non-compliance were found during this inspection and are related to the lack of a resident-staff communication and response system in the B/C unit. The following action was taken:

- 1 WN
1CO

This action was taken under inspection log # O-000669, which was a "Follow up to a Compliance Order" inspection.

Table with 2 columns: Licensee/Representative and Health System Accountability. Includes signature of Jessica Lapensee and date April 4, 2011.