



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

**Rapport d'inspection
prévus 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

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection March 25, 2011	Inspection No/ d'inspection 2011_133_8540_25Mar135800	Type of Inspection/Genre d'inspection Follow up to a Compliance Order (log #0-000669)
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 follow up on a compliance order. It is order #001 and is linked to complaint inspection log # O-000912. The order pertains to the Home's resident-staff communication and response system.

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 residents' bedrooms in the B/C unit.

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

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

1 WN
1 CO: CO # 001

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 O.Reg. 79/10, s.17 Every licensee of a long term care home shall ensure that the home is equipped with a resident-staff communication and response system that,

- (1) (a) can be easily seen, accessed and used by residents, staff and visitors at all times;
- (b) is on at all times;
- (c) allows calls to be cancelled only at the point of activation;
- (d) is available at each bed, toilet, bath and shower location used by the residents;
- (e) is available in every area accessible by residents;
- (f) clearly indicates when activated where the signal is coming from; and
- (g) in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff.

(2) A licensee is not required to comply with clause 1(e) until 12 months after the coming into force

of this section

Findings:

- 1) On September 17th and 21st 2010, a complaint inspection related to a lack of a resident-staff communication and response system in the B/C unit was conducted. Findings of non compliance were found during that inspection including a compliance order directing the licensee to install a resident-staff communication system in the B/C unit. The licensee was also directed to install a resident-staff communication and response system at the toilet in each bathing centre throughout the Home (outside of the B/C unit) and to install a resident-staff communications system at the showers in the D and G unit bathing centers that is easily seen, accessed and used by residents and staff. All of this work was to have been completed for March 25, 2011.
- 2) On March 25, 2011, the inspector noted that there is still no resident-staff communication and response system in the B/C unit except for in the two tub rooms.
- 3) On March 25, 2011, the inspector noted that in all bathing centers outside of the B/C unit, there is still no staff-resident communication and response system available at each toilet.
- 4) On March 25, 2011, the inspector noted that there is still no easily accessible resident-staff communication and response system at the showers in the bathing centers within the D and G unit.
- 5) Installation of a resident-staff communication and response system in the areas noted above was underway at the time of the inspection. It is anticipated that the work will be complete during the week of April 18, 2011

Inspector ID #: Jessica Lapensee, #133

Additional Required Actions:

CO # 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.



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le *Loi de 2007 les
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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.
Title:	Date:	<i>Jessica Lapensee</i> Date of Report: (if different from date(s) of inspection). <i>April 4, 2011</i>



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Health System Accountability and Performance Division
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Ministère de la Santé et des Soins de longue durée

Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Jessica Lapensee	Inspector ID # 133
Log #:	0-000669	
Inspection Report #:	2011_133_8540_25Mar135800	
Type of Inspection:	Follow up to a Compliance Order	
Date of Inspection:	March 25, 2011	
Licensee:	Maxville Manor 80 Mechanic Street Maxville K0C 1T0 Fax: 613-527-3103	
LTC Home:	Maxville Manor	
Name of Administrator:	Craig Munro	

To Maxville Manor, you are hereby required to comply with the following order by the date(s) set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
<p>Pursuant to: Ontario Regulation 79/10, s17. (1) Every licensee of a long term care home shall ensure that the home is equipped with a resident-staff communication system that,</p> <ul style="list-style-type: none"> (a) can be easily seen, accessed and used by residents, staff and visitors at all times; (b) is on at all times; (c) allows calls to be cancelled only at the point of activation; (d) is available at each bed, toilet, bath and shower location used by the residents; (e) is available in every area accessible by residents; (f) clearly indicates when activated where the signal is coming from; and (g) in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff. <p>2) A licensee is not required to comply with clause (1)(e) until twelve months after coming into</p>			

force of this section.

Order: : The licensee must install a resident-staff communication system in the B/C unit and at the toilet in each bathing centre throughout the Home outside of the B/C unit. The licensee must also install a resident-staff communications system, at the showers in the D and G unit bathing centres, that is easily seen, accessed and used by residents and staff.

Grounds:

- 1) On September 17th and 21st 2010, a complaint inspection related to a lack of a resident-staff communication and response system in the B/C unit was conducted. Findings of non compliance were found during that inspection including a compliance order directing the licensee to install a resident-staff communication system in the B/C unit. The licensee was also directed to install a resident-staff communication and response system at the toilet in each bathing centre throughout the Home (outside of the B/C unit) and to install a resident-staff communications system at the showers in the D and G unit bathing centers that is easily seen, accessed and used by residents and staff. All of this work was to have been completed for March 25, 2011.
- 2) On March 25, 2011, the inspector noted that there is still no resident-staff communication and response system in the B/C unit except for in the two tub rooms.
- 3) On March 25, 2011, the inspector noted that in all bathing centers outside of the B/C unit, there is still no staff-resident communication and response system available at each toilet.
- 4) On March 25, 2011, the inspector noted that there is still no easily accessible resident-staff communication and response system at the showers in the bathing centers within the D and G unit.
- 5) Installation of a resident-staff communication and response system in the areas noted above was underway at the time of the inspection. It is anticipated that the work will be complete during the week of April 18, 2011.

NB: This compliance order replaces order #001 from inspection # O-000912 which was not complied with.

This order must be complied with by: AMMENDED DATE: April 29, 2011.

REVIEW/APPEAL INFORMATION



Ministry of Health and Long-Term Care

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Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
 c/o Appeals Clerk
 Performance Improvement and Compliance Branch
 Ministry of Health and Long-Term Care
 55 St. Clair Ave. West
 Suite 800, 8th floor
 Toronto, ON M4V 2Y2
 Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

**Health Services Appeal and Review Board and the
 Attention Registrar**
 151 Bloor Street West
 9th Floor
 Toronto, ON
 M5S 2T5

Director
 c/o Appeals Clerk
 Performance Improvement and Compliance Branch
 55 St. Claire Avenue, West
 Suite 800, 8th Floor
 Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Issued on this 4th day of April, 2011.	
Signature of Inspector:	<i>Jessica Lapensee</i>
Name of Inspector:	Jessica Lapensee
Service Area Office:	Ottawa Service Area Office