



**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**

**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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LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**Public Copy/Copie du public**

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<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>
Jul 11, 2016	2016_457630_0025	018957-16	Complaint

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**Licensee/Titulaire de permis**

MEADOW PARK (LONDON) INC  
689 YONGE STREET MIDLAND ON L4R 2E1

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

MEADOW PARK (LONDON) INC.  
1210 SOUTHDALE ROAD EAST LONDON ON N6E 1B4

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

AMIE GIBBS-WARD (630)

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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): July 5, 6 & 7, 2016.**

**The following Complaint inspection was conducted:**

**018957-16/HLTC2966MC-2016-6116 – Complaint related to alleged staff to resident abuse**

**The following intakes were inspected at the same time as this Complaint inspection and can be found in separate reports:**

**004345-16/CI 2643-000009-16 - Critical Incident related to alleged staff to resident abuse**

**012812/16/IL-44470-LO – Complaint related to alleged staff to resident verbal abuse**

**005726-16/IL-43320-LO, IL43189-LO & IL43580-LO – Complaint related to alleged staff to resident verbal abuse, multiple personal care issues and housekeeping**

**006440-16/IL-43241-LO & IL-43625-LO – Complaint related to alleged neglect, pain management, medication administration and multiple personal care issues**

**008653-16/IL-43315-LO & IL-43385-LO – Complaint related to resident's bill of rights**

**005993-16/IL-43300-LO – Complaint related to alleged staff to resident verbal abuse**

**Inspector #635 (Charles Smith) was also present during this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Co-Director of Care, the Food Services Supervisor, the Staff Educator, the Resident Family Staff Coordinator, the Quality Nurse, one Registered Nurse (RN), one Registered Practical Nurse (RPN), six Personal Support Workers (PSWs), one Dietary Aide, one family member and three residents.**

**The inspectors also observed resident rooms and common areas, observed residents and the care provided to them, reviewed health care records and plans of care for identified residents, reviewed policies and procedures of the home and reviewed staff education records.**

**The following Inspection Protocols were used during this inspection:**

**Prevention of Abuse, Neglect and Retaliation**



During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

### 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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 11th day of July, 2016**

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

**Original report signed by the inspector.**