

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

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

**Long-Term Care Operations Division  
Long-Term Care Inspections Branch**

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du rapport public**

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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>
Jan 21, 2021	2021_778563_0002	000869-21	Complaint

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**Licensee/Titulaire de permis**

Middlesex Terrace Limited  
284 Central Avenue London ON N6B 2C8

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

Middlesex Terrace  
2094 Gideon Drive, R.R. #1 Delaware ON N0L 1E0

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

MELANIE NORTHEY (563), CHRISTINA LEGOUFFE (730)

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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): January 19, 2021**

**The following intake was completed within this inspection:**

- **Complaint related to isolation prevention protocols and residents sharing bathrooms**

**Inquiries included:**

- **Critical Incident (CI) #1030-000032-20 related to resident to resident suspected abuse**
- **CI #1030-000001-21 related to fall prevention**
- **CI #1030-000002-21 related to fall prevention**

**During the course of the inspection, the inspector(s) spoke with the Interim Executive Director, APANS Corporate Support, the Local Health Integration Network (LHIN) Care Coordinator, the Director of Clinical Services, A2Z Operations Manager, A2Z housekeeper, Pinkerton Security staff, the Contracted COVID Screener, a Registered Nurse, and Personal Support Workers.**

**The inspector(s) also conducted a tour of the home and made observations of residents and care. Relevant policies and procedures were reviewed. Inspector(s) observed meal and snack service, resident/staff interactions, the posting of Ministry information and infection prevention and control practices and outbreak procedures.**

**The following Inspection Protocols were used during this inspection:  
Infection Prevention and Control**

**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**

<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>

**Issued on this 21st day of January, 2021**

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

**Original report signed by the inspector.**