



**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  
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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

Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
March 2 and 3, 2011	2011_147_2124_03Mar105846 2011_147_2124_03Mar105552	Complaint – H-00140 and H-00004
<b>Licensee/Titulaire</b> Rykka Care Centres LP 50 Samore Road, Suite 205, Toronto ON M6A 1J6 Fax: 416-479-4346		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Cooksville Care Centre 55 The Queensway West Mississauga, Ontario L5B 1B5		
<b>Name of Inspector</b> Laleh Newell – 147		
<b>Inspection Summary/Sommaire d'inspection</b>		

The purpose of this inspection was to conduct a Complaint inspection related to laundry services and unsafe medication administration.

During the course of the inspection, the inspector spoke with:

Director of Cares and staff

During the course of the inspection, the inspector:

Reviewed resident health care records, policy and procedures, observed care, toured the home and observed staff in routine duties.

The following Inspection Protocols were used during this inspection:

Accommodation Services – Laundry  
Medication  
Skin and Wound Care

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

2 WN  
1 VPC

### 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. 89 (1)(iv).**

**(1) As part of the organized program of laundry services under clause 15 (1) (b) of the Act, every licensee of a long-term care home shall ensure that,**

- (a) procedures are developed and implemented to ensure that,**  
**(iv) there is a process to report and locate residents' lost clothing and personal items;**

#### Findings:

1. An identified resident received articles of clothing from family in December 2010, the articles of clothing were observed to have been labeled by laundry services, however, the resident did not received the items.
2. The home failed to follow their procedure related to the process to report and locate the resident's lost



personal item.

- The home also failed to follow their policy and procedure LDY C-20-25 related to Laundry Services, to ensure the home completed the Missing Clothing Form and forward the response to the nursing and laundry department for further follow up.
- The family met with the home and raised the concern related to the missing articles. These concerns were brought to the resident services co-coordinator by the administrator. However, the home failed to follow their policy and procedure LDY C-20-25 related to Laundry Service. There is no documentation to support the home reported the results of the investigation into the missing article to the family.

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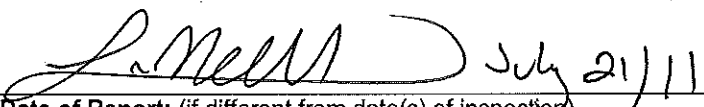
**WN #2: The Licensee has failed to comply with O.Reg. 79/10, s. 131 (1)**  
Every licensee of a long-term care home shall ensure that no drug is used by or administered to a resident in the home unless the drug has been prescribed for the resident.

**Findings:**

- An identified resident's medication was reassessed by the physician in November 2010 due to change in behaviour.
- The physician discontinued the resident's medication in November 2010, however, the resident continue to receive the same medication and dosage for over a month after it was discontinued.
- The progress notes between this period does not demonstrate a decrease in the resident's behaviour.

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**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 drugs are administered to a resident in the home unless the drug has been prescribed for the resident to be implemented voluntarily.**

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:	Date of Report: (if different from date(s) of inspection). July 21/11	