



**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**

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130 avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jun 30, 2016	2016_217137_0015	018132-16	Complaint

Licensee/Titulaire de permis

ST. JOSEPH'S HEALTH CARE, LONDON
268 Grosvenor Street P.O. Box 5777 LONDON ON N6A 4V2

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

Mount Hope Centre for Long Term Care
21 GROSVENOR STREET P.O. BOX 5777 LONDON ON N6A 1Y6

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

MARIAN MACDONALD (137)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): June 7-10, 13-16 and 22-23, 2016

The following concurrent inspections were conducted during this Complaint Inspection:

Critical Incident Log # 005693-16 (CI # C596-000011-16) related to alleged resident to resident sexual abuse

Critical Incident Log # 001938-16 (CI # C596-000001-16 & CI #C596-000003-16) related to alleged resident to resident sexual abuse



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Critical Incident Log # 006355-16 (CI # C596-000008-16) related to alleged resident to resident physical aggression
Critical Incident Log # 010088-16 (CI # C596-000022-16) related to alleged staff to resident physical abuse
Critical Incident Log # 010999-16 (CI # C596-000023-16) related to alleged family to resident physical abuse
Critical Incident Log # 015709-16 (CI # C596-000031-16) related to alleged resident to resident physical abuse
Critical Incident Log # 015871-16 (CI # C596-000032-16) related to alleged neglect of a resident
Critical Incident Log # 017034-16 (CI # C596-000035-16) related to alleged resident falling
Critical Incident Log # 017086-16 (CI # C537-000035-15) related to alleged resident to resident physical abuse
Critical Incident Log # 017180-16 (CI # C537-000005-15) related to alleged resident to resident physical abuse
Critical Incident Log # 009790-14 (CI # C537-000042-14) related to alleged financial abuse
Complaint Log # 002445-16 (IL-42243-LO) related to multiple care concerns and alleged neglect of the resident
Complaint Log # 004206-16 (IL 42773-LO) related to multiple care concerns
Complaint Log # 005417-16 (IL-43155-LO; LI-43224-LO; IL-43250-LO; IL-43357-LO; IL-43346-LO & CI # C596-000012-16) related to multiple care concerns, alleged neglect of the resident and restraints

During the course of the inspection, the inspector(s) spoke with Director, Coordinator - Resident Care, Administrative Assistant, Registered Practical Nurse (RPN) - Long Term Care (LTC) Specialist, Chaplain, one Registered Nurse, two



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Registered Practical Nurses and three Personal Care Providers.

The inspector also observed care provision, resident/staff interactions, reviewed resident's clinical records and relevant policies and procedures.

**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

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

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).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 30th day of June, 2016

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

Original report signed by the inspector.