



**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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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
Jul 4, 2016	2016_262523_0024	004206-16	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

ALI NASSER (523)

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, 8, 9, 10, 13, 14, 15, 16, 21 & 22, 2016.

The following inspections were completed concurrently during this 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

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 # 018132-16 (IL-45132-LO) related to multiple care concerns and alleged resident abuse
Complaint Log # 002445-16 (IL-42243-LO) related to multiple care concerns and alleged neglect of the resident
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 the Director, Vice-President, Privacy Officer, two Coordinators of Resident Care, Administrative Assistant, Coordinator Facilities, two Registered Practical Nurses - Long Term Care Support Specialist, Chaplain, Hairdresser, five Registered Nurses, 13 Registered Practical Nurses, 25 Personal Care Providers, and 19 residents and family members.

Inspectors also conducted tours of the home, observed resident-staff interactions, care provision, reviewed internal and external investigative reports, residents' clinical records, relevant policies and procedures and staff education records.

**The following Inspection Protocols were used during this inspection:
Nutrition and Hydration**



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 4th day of July, 2016

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

Original report signed by the inspector.