



**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 prévue  
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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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 # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
May 24, 2019	2019_263524_0018	007612-19, 007613-19, 008459-19	Critical Incident System

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**Licensee/Titulaire de permis**

St. Joseph's Health Care, London  
268 Grosvenor Street P.O. Box 5777 LONDON ON N6A 4V2

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**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

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

INA REYNOLDS (524), 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 Critical Incident System inspection.**

**This inspection was conducted on the following date(s): May 21, 22 and 23, 2019.**

**The following Critical Incident intake was completed within the Inspection:  
Log #008459-19 / CIS #C596-000056-19 related to falls prevention and management.**

**The following Follow-up intakes were completed within the Inspection:  
Log #007612-19 for Compliance Order (CO) #003 from Critical Incident System  
Inspection #2019\_788721\_0009 related to the management of responsive  
behaviours.**

**Log #007613-19 for Compliance Order (CO) #001 from Critical Incident System  
Inspection #2019\_788721\_0009 related to prevention of abuse.**

**During the course of the inspection, the inspector(s) spoke with the Executive  
Director, the Director of Care, one Associate Director of Care, the Administrative  
Assistant, two Registered Nurses, two Registered Practical Nurses, five Personal  
Support Workers and residents.**

**The inspector(s) also observed resident care provisions, resident and staff  
interactions, reviewed residents' clinical records including assessments and care  
planning interventions and reviewed relevant policies and procedures related to  
this inspection.**

**The following Inspection Protocols were used during this inspection:  
Falls Prevention  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours**

**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)**



The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2019_788721_0009	524
O.Reg 79/10 s. 53. (4)	CO #003	2019_788721_0009	730



**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 24th day of May, 2019

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



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**Original report signed by the inspector.**