



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

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

London Service Area Office  
291 King Street, 4th Floor  
LONDON, ON, N6B-1R8  
Telephone: (519) 675-7680  
Facsimile: (519) 675-7685

Bureau régional de services de London  
291, rue King, 4ième étage  
LONDON, ON, N6B-1R8  
Téléphone: (519) 675-7680  
Télécopieur: (519) 675-7685

Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

**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
Sep 9, 2013	2013_229213_0029	L-000541-13	Critical Incident
		L-000599-13	System

**Licensee/Titulaire de permis**

TRI-COUNTY MENNONITE HOMES  
200 Boullee St., New Hamburg, ON, N3A-2K4

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

NITHVIEW HOME  
200 Boullee Street, New Hamburg, ON, N3A-2K4

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

RHONDA KUKOLY (213)

**Inspection Summary/Résumé de l'inspection**



The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): August 29 & 30, 2013

This inspection was completed related to 3 critical incidents:

L-000541-13 critical incident #0547-000021-13

L-000597-13 critical incident #0547-000026-13

L-000599-13 critical incident #0547-000025-13

During the course of the inspection, the inspector(s) spoke with the administrator, 2 Registered Nurses, 2 Registered Practical Nurses and 2 Personal Support Workers

During the course of the inspection, the inspector(s) made observations and reviewed health records, policies and other relevant documentation

The following Inspection Protocols were used during this inspection:

Falls Prevention

Pain

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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.

---

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 52. Pain management**

**Specifically failed to comply with the following:**

**s. 52. (2) Every licensee of a long-term care home shall ensure that when a resident's pain is not relieved by initial interventions, the resident is assessed using a clinically appropriate assessment instrument specifically designed for this purpose. O. Reg. 79/10, s. 52 (2).**

---

**Findings/Faits saillants :**

1. The home failed to ensure the resident was assessed using a clinically appropriate assessment instrument when the resident's pain was not relieved by initial interventions as evidenced by:

1. A pain assessment was not completed following an incident that affected a resident's pain.

2. The Administrator confirmed that it is an expectation that a pain assessment is completed and the plan of care updated following a change in condition affecting pain; she confirmed that a pain assessment had not been completed and the plan of care had not been updated relating to pain for a resident.[s. 52. (2)]



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

---

Issued on this 11th day of September, 2013

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

*Rhonda Kukoly*