



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 29, 2017	2017_669642_0021	022418-17	Resident Quality Inspection

Licensee/Titulaire de permis

NORTH CENTENNIAL MANOR INC.
2 Kimberly Drive KAPUSKASING ON P5N 1L5

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

NORTH CENTENNIAL MANOR
2 KIMBERLY DRIVE KAPUSKASING ON P5N 1L5

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

AMY GEAUVREAU (642), STEPHANIE DONI (681)

Inspection Summary/Résumé de l'inspection



The purpose of this inspection was to conduct a Resident Quality Inspection.

This inspection was conducted on the following date(s): November 6-10, 2017.

The following additional intakes were submitted to the Director and were inspected during this Resident Quality Inspection (RQI).

One Critical incident (CI), was related to alleged abuse between a staff member and a resident and the second CI, was related to an unexpected death.

An additional intake that was inspected during the RQI, was related to the deferred 2016 Resident Focus-RQI Quality of Care and Quality of Life indicators.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Resident Care (DOC), Dietary/Environmental Supervisor, Registered Dietitian (RD), Registered Nurses (RN's), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), residents, and family members.

During the course of the inspection, the Inspector(s) directly observed the delivery of resident care, staff to resident and, resident to resident interactions, conducted a daily tour of resident home areas, reviewed resident health care records, various home policies, procedures and programs and reviewed staff education records.

The following Inspection Protocols were used during this inspection:

Continance Care and Bowel Management

Family Council

Hospitalization and Change in Condition

Infection Prevention and Control

Medication

Minimizing of Restraining

Nutrition and Hydration

Pain

Prevention of Abuse, Neglect and Retaliation

Residents' Council

Skin and Wound Care



During the course of this inspection, Non-Compliances were issued.

- 1 WN(s)
- 1 VPC(s)
- 0 CO(s)
- 0 DR(s)
- 0 WAO(s)

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>Legendé</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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 74. Registered dietitian**Specifically failed to comply with the following:**

s. 74. (2) The licensee shall ensure that a registered dietitian who is a member of the staff of the home is on site at the home for a minimum of 30 minutes per resident per month to carry out clinical and nutrition care duties. O. Reg. 79/10, s. 74 (2).

Findings/Faits saillants :

1. The licensee has failed to ensure that a Registered Dietitian (RD) who was a member of the staff of the home was on site at the home for a minimum of 30 minutes per resident per month to carry out clinical and nutrition care duties.

Resident #003 was identified as having experienced an eating decline through a Minimum Data Set (MDS) assessment from the Admission to 90-day MDS assessment.

Inspector #681 reviewed resident #003's electronic medical record, which indicated that a nutrition assessment had not been completed by a RD since resident #003's admission assessment, which was completed on a specific date.

During an interview with Inspector #681, the Registered Dietitian #104 stated that they had a contract with the home for 39 hours per month; however, only 22 of these hours were completed on site and the remainder of the hours were worked from a remote location.

During an interview with Inspector #681 on November 9, 2017, the Administrator of the home stated that, based on the occupancy of the home, the required number of dietitian hours were 39 hours per month. However, the contract between the licensee and RD #104 did not stipulate the number of hours that had to be completed as site hours compared to the number of hours that could be worked remotely. The Administrator stated that RD #104's usual schedule was to work in the home for 22 hours per month and that the remaining 17 hours per month were worked from a remote location. The Administrator acknowledged that RD #104 was not in the home for the required 39 hours per month. [s. 74. (2)]



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Additional Required Actions:

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 the Registered Dietitian provides on site at the home, a minimum of 30 minutes per resident per month, to carry out clinical and nutrition care duties, to be implemented voluntarily.

Issued on this 30th day of November, 2017

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

Original report signed by the inspector.