



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

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Hamilton Service Area Office
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**Ministère de la Santé et des Soins de
longue durée**

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 10, 2010	2010-120-2862-10NOV141955	H-2674 Follow-up to Nov. 17 & 18, 2009

Licensee/Titulaire
Revera Long-Term Care Inc., 55 Standish Court, 8th floor, Mississauga, ON L5R 4B2

Long-Term Care Home/Foyer de soins de longue durée
Northridge LTC, 496 Postridge Drive, Oakville, ON L6H 7A2

Name of Inspector(s)/Nom de l'inspecteur(s)
Bernadette Susnik, LTC Homes Inspector – Environmental Health #120

Inspection Summary/Sommaire d'inspection

The purpose of this visit was to conduct a follow-up inspection to previously issued non-compliance made under the Ministry of Health and Long-Term Care Homes Program Standards Manual with respect to the following unmet criteria;

- O3.1 (Housekeeping)
- M3.4 (Nurse Call System)

During the course of the inspection, the above noted inspector spoke with the Environmental Services Supervisor, Director of Care and nursing staff. The inspector tested the nurse call system in each of the 5 home areas and inspected each of the dining rooms, serveries, tub rooms and common spaces.

The following Inspection Protocols were used during this inspection:

- *Safe and Secure Home*
- *Accommodation Services - Housekeeping*

There are findings of Non-Compliance as a result of this inspection. The following actions were taken:

1 WN
1 VPC

Corrected Non-Compliance is listed in the section titled "Corrected Non-Compliance" on page 2.

NON- COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The licensee has failed to comply with O. Reg. 79/10 s. 17(1)(f). Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that, (f) clearly indicates when activated where the signal is coming from.

Previously issued as Criterion M3.4 under the MOHLTC Homes Program Standards Manual

Findings:

Several pagers did not respond to activated nurse call stations. Several pagers did not clearly indicate what room the nurse call station was activated in.

Both the dining room and sun room call stations were activated in each of the five home areas in order to determine the functionality of the pagers. The stations were left active for approximately 5 minutes in each case.

- Chisholm House - Pager #1 did not activate to show the sun room.
RN pager did not activate to show either the dining room or the sun room.
Pager #3 could not be located.
- Trafalgar House – Pager #2 did not activate to show the dining room.
Pager #3 did not activate to show the dining room or the sun room.
Pager #1 could not be located.
- Post House – Pager #1 and #3 did not activate to either the dining room or sun room call stations.
Pager #2 did not activate for the sun room until the dining room call station was cancelled.
- Mill House - Pagers 1, 2 and 3 activated to both the sun rooms and dining rooms immediately, however the display on the pagers indicated numbers and not the room names. These numbers are not familiar to the staff and therefore not clear.

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 with s. 17(1)(f) in respect to ensuring that the resident-staff communication and response system clearly indicates when activated where the signal is coming from, to be implemented voluntarily.



CORRECTED NON-COMPLIANCE Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
Criterion O3.1, previously issued under the MOHLTC Program Standards Manual, now found under O. Reg. 79/10, s. 87(2)(a) & (b)	N/A	N/A	Log #-930-2009	120

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. <i>B. Sunik</i>
Title: _____ Date: _____	Date of Report: (if different from date(s) of inspection). <i>March 17/11</i>