Ontario

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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
May 17, 2011	2011_112_2614_17May092018	L-000619-LO Complaint

Licensee/Titulaire
peopleCare Inc.28 William St. N. P.O. Box 460 Tavistock ON N0B 2R0

Long-Term Care Home/Foyer de soins de longue durée
peopleCare Inc.28 William St. N. P.O. Box 460 Tavistock ON N0B 2R0

Name of Inspector/Nom de l'inspecteur
Carole Alexander #112

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to lack of resident nursing care provisions.

During the course of the inspection, the inspector spoke with the Director of Care, Administrator and a Registered Nurse.

During the course of the inspection, the inspector reviewed the resident clinical record.

The following Inspection Protocols were used in part or in whole during this inspection:
Personal Care and Support Services

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

1WN

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

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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 LTCHA, 2007 S.O. c. 8, s.3. (1) 4. Every licensee of a long-tern care home shall ensure that the following rights of residents are fully respected and promoted:
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

Findings:
A resident was not cared for in a manner consistent with care needs for bathing and hydration. On April 16, 2011 the resident's family observed resident to be unclean and having an unpleasant odour and hair not washed and resident's gown not having been changed since the previous day. As well, an individualized approach for fluid intake was not developed and or provided when the residents fluid intake changed.

Inspector ID #:	112

nature 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.**
Title: **Date:**	**Date of Report/ May 25, 2011**