

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
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
Sep 1, 2021	2021_770178_0017	009023-21, 010258- 21, 011602-21	Complaint

Licensee/Titulaire de permis

City of Ottawa

Community and Social Services, Long Term Care Branch 200 Island Lodge Road Ottawa
ON K1N 5M2

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

Peter D. Clark Centre

9 Meridian Place Ottawa ON K2G 6P8

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

SUSAN LUI (178)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): July 19-20, 23, August 10-13, 16-17, 19-20, 23-24, 2021.

The following intakes were completed in this complaint inspection:

Log # 009023-21 was related to continence care;

Log #010258-21 was related to air temperatures; and

Log #011602-21 was related to 24 hour nursing care.

During the course of the inspection, the inspector(s) spoke with the Administrator, Program Managers Resident Care, Facilities Supervisor, Acting Manager of Recreation and Volunteer Services, Portfolio Manager Facility Operations Services, Infection Prevention and Control Nurse, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Housekeepers, Recreation Aides, Covid-19 Screeners, residents, and families of residents.

During the course of this inspection the inspector observed provision of resident care, infection prevention and control practices, reviewed clinical health records, relevant home policies and procedures, air temperature monitoring records, and other pertinent documents.

The following Inspection Protocols were used during this inspection:

Continence Care and Bowel Management

Infection Prevention and Control

Safe and Secure Home

Sufficient Staffing

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>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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 21. Air temperature

Specifically failed to comply with the following:

s. 21. (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

1. At least two resident bedrooms in different parts of the home. O. Reg. 79/10, s. 21 (2).

s. 21. (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

2. One resident common area on every floor of the home, which may include a lounge, dining area or corridor. O. Reg. 79/10, s. 21 (2).

s. 21. (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

3. Every designated cooling area, if there are any in the home. O. Reg. 79/10, s. 21 (2).

Findings/Faits saillants :

1. The licensee has failed to ensure that the temperature was measured and documented in writing in at least two resident bedrooms in different parts of the home, and in one resident common area on every floor of the home, beginning May 15, 2021 as required by the legislation.

Air temperatures in these areas were measured and documented beginning June 1, 2021.

Sources: Air Temperature Monitoring records; and interview with the Facilities Supervisor. [s. 21. (2) 1.]

2. The licensee has failed to ensure that the temperature was measured and documented in writing in every designated cooling area in the home.

Interview with the Facilities Supervisor indicated that they have not been documenting temperatures in every designated cooling area within the long-term care home (LTCH). In some areas of the home multiple cooling areas are served by the same cooling unit. In those cases the LTCH staff has documented only the temperature of the warmest cooling area served by the same cooling unit, rather than documenting the temperature of every designated cooling area in the home.

Sources: Air Temperature Monitoring records; and interview with the Facilities Supervisor. [s. 21. (2) 3.]

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 temperature is measured and documented in writing in at least two resident bedrooms in different parts of the home, in one resident common area on every floor of the home, and in every designated cooling area in the home, at the required intervals set out in the legislation, to be implemented voluntarily.

Issued on this 2nd day of September, 2021

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

Original report signed by the inspector.