



**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 sions de longue durée**

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**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du apport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 4, 2016	2016_270531_0012	006127-16	Complaint

**Licensee/Titulaire de permis**

LAND O'LAKES COMMUNITY SERVICES  
12497A Hwy 41 PO Box 92 Northbrook ON K0H 2G0

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

PINE MEADOW NURSING HOME  
124 Lloyd Street P.O. Box 100 Northbrook ON K0H 2G0

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

SUSAN DONNAN (531)

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



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

**This inspection was conducted on the following date(s): March 21, 22 and 23, 2016.**

**Log # 006127-16 (care and services)**

**During the course of the inspection, the inspector(s) spoke with residents, Personal Support Workers, Registered Practical Nurses, Registered Nurses, a Housekeeping Aide, the Maintenance Manager, the Director of Care and the Administrator.**

**During the course of the inspection the inspector(s) conducted a tour of the home, observed resident care and services, reviewed resident health care records, reviewed maintenance records, reviewed maintenance service reports, reviewed Registered Nursing staffing schedules, reviewed appropriate policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Maintenance  
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)**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<b>Legend</b>	<b>Legendé</b>
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 LTCHA, 2007 S.O. 2007, c.8, s. 8. Nursing and personal support services**

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

**s. 8. (3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c. 8, s. 8 (3).**

**Findings/Faits saillants :**



1. 1. The licensee has failed to ensure that a Registered Nurse (RN) is on duty and present at all times.

Pine Meadows is a 60 bed Long-Term Care Home.

A review of Pine Meadow Registered Nurse staffing schedule for Nov. 23 -March 22, 2016 indicate the following:

-February 24, 2016 there was no RN on site for the day shift.

-February 25, 2016 there was no RN on site for 4 hours on the day shift.

Ontario Regulation 79/10 section 45.(2) indicates that "emergency" means an unforeseen situation of a serious nature that prevents a Registered Nurse from getting to the long-term care home. The shifts were reviewed and discussed with the Administrator and the Director of care who confirmed that an emergency did not exist where the exception as per Ontario Regulation 45.(2).ii would apply. They confirmed that on February 24 and 25, 2016 there was no Registered nurse on duty and present in the home for the day shift.

The Administrator reported to the Inspector that the home currently has an RN on maternity leave and one on a leave of absence.

The Administrator confirmed that the home does have a contract with two nursing agencies and there were no agency nurses available for the two shifts. [s. 8. (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 at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, to be implemented voluntarily.***

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**Issued on this 4th day of April, 2016**

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

**Original report signed by the inspector.**