



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

**Rapport d'inspection
prévues 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

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

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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 9, 10, 2010	2010_116_8554_10Nov122616	Complaint Log#T0559
Licensee/Titulaire		
Providence Healthcare		
Long-Term Care Home/Foyer de soins de longue durée		
Providence Healthcare		
Name of Inspector(s)/Nom de l'inspecteur(s)		
Saran Daniel-Dodd, Nursing Inspector		
Inspection Summary/Sommaire d'inspection		
<p>The purpose of this inspection was to conduct a complaint inspection.</p> <p>During the course of the inspection, the inspector spoke with: members of the management team including the Administrator, Director of Care, registered nurses and resident assistants.</p> <p>During the course of the inspection, the inspector: met with Administrator, Director of Care, Resident Care Managers, registered nurses, resident assistants and a resident. The resident's health record and the homes abuse policy were reviewed.</p> <p>The following Inspection Protocols were used in part or in whole during this inspection: Prevention of Abuse & Neglect</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN</p>		

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.

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

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.)

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* a 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. 2007 c.8, s.23 (1). Every licensee of a long term care home shall ensure that, (a) every alleged, suspected or witnessed incident of the following that the licensee knows of, or that is reported to the licensee, is immediately investigated: (i) abuse of a resident by anyone,

Findings:

Allegations of abuse were not investigated in regards to reported allegations of abuse made by a resident.

- Allegations of abuse made by the resident previous and post to the incident were investigated by the home.
- Allegations of abuse were communicated to the Administrator and Director of Care
- Allegations of abuse reported by the resident were not documented in the resident's health record and were not investigated.

Inspector ID #: 116

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.

Title: Date:

Date of Report: (if different from date(s) of inspection).

December 23, 2010