



**Ministry of Health and  
Long-Term Care**

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

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

**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 soins de longue durée**

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**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
May 24, 2018	2018_538144_0012	012113-16, 022505-16, 023304-16, 031924-16	Critical Incident System

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**Licensee/Titulaire de permis**

Meritas Care Corporation  
567 Victoria Avenue WINDSOR ON N9A 4N1

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

Regency Park Long Term Care Home  
567 Victoria Avenue WINDSOR ON N9A 4N1

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

CAROLEE MILLINER (144)

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

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): April 23, 25 and 26, 2018.**

**The following intakes were completed with this inspection:**

**012113-16, CI 2760-000004-16 related to skin and wound care, dining and snack services, continence care and bowel management**

**022505-16, CI 2760-000007-16 related to alleged abuse**

**023304-16, CI 2760-000008-16 related to the plan of care.**

**031924-16, CI 2760-000012-16 related to transferring and positioning**

**During the course of the inspection, the inspector(s) spoke with one resident, the Administrator, one Registered Nurse, two Registered Practical Nurses, two Personal Support Workers and one maintenance personnel.**

**During the course of the inspection, the inspector observed one dining room lunch service, reviewed four resident clinical records, the home's preventative maintenance schedule and one external supplier incident form.**

**The following Inspection Protocols were used during this inspection:**

**Accommodation Services - Maintenance**

**Continence Care and Bowel Management**

**Dining Observation**

**Falls Prevention**

**Personal Support Services**

**Prevention of Abuse, Neglect and Retaliation**

**Skin and Wound Care**

**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**

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Legendé

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).

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

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. 15. Accommodation services**



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

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

Review of one critical incident report revealed that one resident experienced an injury after an incident in the home.

One Personal Service Worker (PSW) described to the inspector the events leading up to the incident.

The Administrator, maintenance personnel and one PSW confirmed that post incident the involved equipment was removed from service.

Maintenance personnel shared with the inspector that before the incident, they had repaired the equipment involved in the incident.

The supplier of the equipment attended the home post incident and completed their Incident Description Form outlining the condition of the equipment and when it was last inspected.

The Administrator and maintenance staff said that prior to the incident, the type of equipment involved with the incident was not part of monthly preventative maintenance inspections and that since the incident, similar equipment is checked monthly.

The Administrator also said that since the incident, the equipment has been inspected



annually by the supplier.

Review of the home's preventative maintenance schedule revealed that mechanical lifts are inspected during the second week of each month.

The preventative maintenance schedule for April 2018, revealed that as of April 26, 2018, preventative maintenance tasks had not been signed as completed. Maintenance staff #104 acknowledged that they had not yet started preventative maintenance tasks for the month of April 2018.

Administrator #101 acknowledged that they had reviewed the suppliers October 10, 2016, Incident Description Form and were aware of the documented observations.

The licensee failed to ensure that the home equipment was maintained in a safe condition and in a good state of repair. [s. 15. (2) (c)]

***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 home, furnishings and equipment are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.***

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Issued on this 24th day of May, 2018

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

Original report signed by the inspector.