



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

**Rapport d'inspection
prévus 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
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Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

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
April 27-28, 2011	2011_171_2922_27Apr103425	Critical Incident – H-00251

Licensee/Titulaire
Liuna Local 837 Nursing Home (Ancaster) Corporation, 44 Hughson Street South, Hamilton ON, L8N 2A7

Long-Term Care Home/Foyer de soins de longue durée
Regina Gardens, 536 Upper Paradise, Hamilton ON, L9C 5E3

Name of Inspector(s)/Nom de l'inspecteur(s)
Elisa Wilson (#171)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection regarding residents' bill of rights.

During the course of the inspection, the inspector spoke with: the administrator and the director of care.

The inspector reviewed the documentation regarding the incident, the Home abuse policy and mandatory training for staff.

The following Inspection Protocols were used during this inspection:
Dignity, Choice and Privacy Inspection Protocol

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

1 WN



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 constituer 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* 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. 2007, c.8, s.3(1)1. Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Findings:

1. An identified resident was not treated with courtesy and respect by a staff member. The incident was witnessed by another staff member and was documented in the progress notes for this resident and in an incident report.

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.

Elisa Wilson

Title: Date:

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

May 24, 2011