



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  
prévus le Loi de 2007 les  
foyers de soins de longue

Health System Accountability and Performance  
Division  
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jul 27, Dec 7, 8, 2011	2011_061129_0004	Complaint

**Licensee/Titulaire de permis**

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 ROAD, HAMILTON, ON, L9C-5E3

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

PHYLLIS HILTZ-BONTJE (129)

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

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

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, nursing staff, physiotherapy staff and the resident with respect to H001086-11.

During the course of the inspection, the inspector(s) Observed the resident, reviewed clinical record documents and reviewed the homes policies and procedures.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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. 6. Plan of care**

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

**s. 6. (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,**

- (a) the planned care for the resident;**
- (b) the goals the care is intended to achieve; and**
- (c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).**

**s. 6. (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,**

- (a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other; and**
- (b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other. 2007, c. 8, s. 6 (4).**

**Findings/Faits saillants :**

1. The Licensee did not ensure that the plan of care sets out clear directions to staff and others who provide direct care to the resident. [s. 6(1)(c)]

The Personal Support Worker (PSW) providing care to an identified resident indicated that she was not clear about the care to be provided to the resident after reviewing the directions in the Nursing Rehab., positioning and transfer sections of the care plan.

2. The Licensee did not ensure that staff and others involved in the different aspects of care of the resident collaborated with each other in the assessment of the resident so that their assessments are integrated and are consistent with each other. [s. 6(4)(a)]

A Physiotherapy assessment identified a significant change in the abilities of the resident; however, an assessment completed by nursing staff three days later indicated that there have been no changes in the residents abilities over the same previous three month period.

**Issued on this 8th day of December, 2011**



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

*Signature for Phillip Hutz Bontje*

