



**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 soins de longue durée**

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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jul 29, 2016	2016_289550_0024	008256-16	Complaint

Licensee/Titulaire de permis

BRUYERE CONTINUING CARE INC.
43 BRUYERE STREET OTTAWA ON K1N 5C8

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

RESIDENCE SAINT- LOUIS
879 CHEMIN PARC HIAWATHA OTTAWA ON K1C 2Z6

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

JOANNE HENRIE (550)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): June 21, 22, 27, 28, 29, 30, July 4 and 5, 2016.

This complaint inspection is related to a complaint regarding privacy.

During the course of the inspection, the inspector(s) spoke with the Administrator, a registered practical nurse and a resident.

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



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	Legendé
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. 3. Residents' Bill of Rights

Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs. 2007, c. 8, s. 3 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that the following rights of residents are fully respected and promoted:

8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.

This inspection is related to complaint Log #008256-16.

Resident #003 indicated to Inspector #550 that last year the licensee removed all locks on all resident bedroom and bathroom doors indicating to the residents that the Ministry instructed them to do so during an inspection. The resident can no longer lock his/her bedroom door or lock the bathroom door from the inside to prevent other residents from entering the bathroom while the resident uses it. The resident indicated many times he/she was using the toilet and the resident in the adjoining room entered the bathroom and it has happened to this resident where he/she would walk into the bathroom and the other resident would be using the bathroom. Resident #003 wants to be able to do his/her care and use the bathroom in privacy.

Inspector #550 observed that the bathroom in the resident's room is a joint bathroom shared with the resident next door with two separate entrance; one from resident #003's bedroom and the other from the other resident's bedroom. Both doors to access the bathroom are sliding doors and are equipped with a hook lock on the inside and on the outside of each door. The inspector observed that on the door frame, there is a piece of white plastic inside the latch strike where the hook mechanism would be inserted to lock the door from the inside of the bathroom. This piece of plastic prevents the doors to be locked from inside the bathroom. Both bathroom doors can be locked from the outside but this does not prevent anyone from either bedroom from entering the bathroom.



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During an interview, the Administrator indicated to the inspector the locks from the bathroom doors were disabled at the same time as the locks from the bedroom doors following an inspection by the Ministry of Health last year. Inspector #550 explained the Legislation regarding the locks on doors and the need for the locks to be readily released from the outside in an emergency; the legislation does not indicate that locks are not permitted on resident bedroom/bathroom doors. She indicated they have explored different types of locking mechanism and for various reasons decided to disable the bedroom and bathroom locks.

As evidenced above, resident #003 is not afforded privacy in treatment and in caring for her personal needs. [s. 3. (1) 8.]

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 all residents are afforded privacy in treatment and in caring for their personal needs,, to be implemented voluntarily.

Issued on this 13th day of September, 2016

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

Original report signed by the inspector.