Ontario

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

Rapport d'inspection prevue 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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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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
September 21, 22, 2010	2010-144-1149-21Sept104231	**Complaint L-00895**

Licensee/Titulaire
Richmond Terrace Limited, 284 Central Avenue, London, ON N6B 2C8

Long-Term Care Home/Foyer de soins de longue durée
Richmond Terrace, 89 Rankin Avenue, Amhurstburg, ON N9V 1E7

Name of Inspector(s)/Nom de l'inspecteur(s)
Carolee Milliner (#144)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the provision of resident care & services.

During the course of the inspection, the inspector spoke with: the Administrator, two RN Nurse Managers, one RPN & the Food Service Supervisor.

During the course of the inspection, the inspector reviewed one resident clinical record & the home policy related to restraints.

The following Inspection Protocols were used in part or in whole during this inspection:
Continence Care
Personal Support Services

1 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 envoye
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activitiés

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA. 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 suivant constituer un avis d'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé. Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with: O. Reg. 79/10, s.110(7)(3).
Every licensee shall ensure that every use of a physical device to restrain a resident under section 31 of the Act is documented and, without limiting the generality of this requirement, the licensee shall ensure that the following are documented: The person who made the order, what device was ordered, and any instructions relating to the order.

Findings:
1. Use of a physical restraint was continued for one identified resident in the absence of a physician's order.

Inspector ID #:	#144

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.** G. Milner
Title: **Date:**	**Date of Report (if different from date(s) of inspection).** October 4, 2010