

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

**Rapport d'inspection prévue  
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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<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>
Oct 22, 2019	2019_702197_0024	012025-19, 016968-19	Complaint

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**Licensee/Titulaire de permis**

Sherwood Park Manor  
1814 County Road #2 East BROCKVILLE ON K6V 5T1

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

Sherwood Park Manor  
1814 County Road #2 East BROCKVILLE ON K6V 5T1

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

JESSICA PATTISON (197)

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

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

**This inspection was conducted on the following date(s): October 15-18, 21, 2019**

**The following inspections were completed as part of this report:**

**Log 012025-19 - a follow-up inspection to compliance order #001 related to the licensee following their prevention of abuse and neglect policy**

**Log 016968-19 - a complaint inspection related to multiple care concerns**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Assistant Director of Care, Registered Nurses, Registered Practical Nurses, Personal Support Workers, Resident and Family Services Manager, the Registered Dietitian, Dietary Aides, Housekeeping staff, residents and resident family members.**

**The inspector reviewed resident health care records, the licensee's prevention of abuse and neglect policy and education, as well as records of when education was provided. The inspector observed resident care and dining service.**

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

**Medication**

**Nutrition and Hydration**

**Prevention of Abuse, Neglect and Retaliation**

**Reporting and Complaints**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 20. (1)	CO #001	2019_702197_0013		197

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

Legend	Légende
<p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

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**Issued on this 22nd day of October, 2019**

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

**Original report signed by the inspector.**