

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

Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Division des opérations relatives aux
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 # / No de registre	Type of Inspection / Genre d'inspection
Sep 17, 2021	2021_886630_0028	010608-21, 013498- 21, 014049-21, 014053-21	Complaint

Licensee/Titulaire de permis

The Corporations of the City of Stratford, The County of Perth and The Town of St. Mary's
643 West Gore Street Stratford ON N5A 1L4

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

Spruce Lodge Home for the Aged
643 West Gore Street Stratford ON N5A 1L4

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

AMIE GIBBS-WARD (630), ALICIA MARLATT (590)

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): August 3, 4, 5, 6, 9, 10, 11, 12, 13, 23, 24, 25, 26, 27, 30, 31, September 1, 2 and 3, 2021.

The following Complaint intakes were completed within this inspection:
Log #010608-21 related to nutritional care and personal support services
Log #013498-21 related to allegations of abuse and neglect

The following Critical Incident (CI) intakes were completed within this inspection:

Related to the prevention of abuse and neglect:

Log #014049-21 / CI M575-000009-21

Log #014053-21 / CI M575-000010-21

Inspector Loma Puckerin (#705241) was also present during this inspection.

NOTE: Written Notifications (WN) and Compliance Orders (CO) related to LTCHA, s. 6(7), s. 20(1) and s. 23(1) as well as WNs and Voluntary Plans of Correction (VPC) related to LTCHA, s. 24(1) and s. 76(4) were identified in this inspection and has been issued in a concurrent inspection, #2021_886630_0027.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the Assistant Director of Care (ADOC), the Environmental Services Manager, the Nutrition Services Manager, the Registered Dietitian (RD), the Infection Prevention and Control (IPAC) Program Lead, the COVID-19 screener, an external Human Resources (HR) Consultant, an external nursing agency Operations Manager, the Scheduling Clerk, Registered Nurses/Team Leads (RNs), Registered Practical Nurses (RPNs), Housekeepers, Personal Support Workers/Resident Assistants (PSWs), a Dietary Aide/Student, family members and residents.

The inspectors also observed resident rooms and common areas, observed meal and snack service, observed IPAC practices within the home, observed residents and the care provided to them, reviewed health care records and plans of care for identified residents, reviewed COVID-19 Directive #3 and Directive #5 for Long-Term Care Homes as well as reviewed the home's written staffing plan, written letters of complaint and relevant policies/procedures of the home.

The following Inspection Protocols were used during this inspection:

Dining Observation

Falls Prevention

Infection Prevention and Control

Nutrition and Hydration

Personal Support Services

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

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)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</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>

Issued on this 22nd day of September, 2021

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

Original report signed by the inspector.