

Original Public Report

Report Issue Date	July 29, 2022		
Inspection Number	2022_1583_0002		
Inspection Type			
<input checked="" type="checkbox"/> Critical Incident System	<input type="checkbox"/> Complaint	<input type="checkbox"/> Follow-Up	<input type="checkbox"/> Director Order Follow-up
<input type="checkbox"/> Proactive Inspection	<input type="checkbox"/> SAO Initiated	<input type="checkbox"/> Post-occupancy	
<input type="checkbox"/> Other	_____		
Licensee	The Corporations of the City of Stratford, The County of Perth and The Town of St. Mary's		
Long-Term Care Home and City	Spruce Lodge Home for the Aged, Stratford		
Lead Inspector	Rhonda Kukoly (213)	Inspector Digital Signature	
Additional Inspector(s)	Cheryl McFadden (745)		

INSPECTION SUMMARY

The inspection occurred on the following date(s): July 19, 20, 21, 25, 26, 2022.

- The following intake(s) were inspected:
- Intake #009457-22 (CI #M575-000013-22) related to a fall
 - Intake #011804-22 (CI #M575-000014-22) related to a fall
 - Intake #012253-22 (CI #M575-000015-22) related to a fall
 - Intake #012894-22 related to not reporting temperatures

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

- Falls Prevention and Management
- Infection Prevention and Control (IPAC)
- Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION GENERAL MANAGEMENT

NC#001 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: FLTCA, 2021 s.91(2)

The licensee has failed to comply with a request by the Director on May 20, 2022, to submit daily temperature monitoring reports to the Director via the Temperature Monitoring Reporting Portal.

Rationale and Summary

A memo dated May 20, 2022, from the Ministry of Long-Term Care Inspections Branch Assistant Director to all Long-Term Care Home Licensees regarding Temperature Monitoring in Long-Term Care Home Resident Rooms stated: All licensees that do not currently have air conditioning in all resident bedrooms of LTC homes, including LTC homes where installation is still in progress, are to submit daily temperature monitoring reports. These reports will note, among other information, when temperatures reach above 26°C in any such resident bedrooms, and detail heat mitigation strategies, until all resident bedrooms are fully air conditioned.

The London Service Area Office of the Ministry of Long-Term Care Inspections Branch was notified that the home was not submitting temperature monitoring reports to the Director Via the Temperature Monitoring Reporting Portal. The Maintenance Manager in the home said that they hadn't submitted the temperature reports for a few weeks.

Sources: Memo dated May 20, 2022, from the Ministry of Long-Term Care Inspections Branch Assistant Director to all Long-Term Care Home Licensees regarding Temperature Monitoring in Long-Term Care Home Resident Rooms and staff interviews. [213]

WRITTEN NOTIFICATION COOLING REQUIREMENTS

NC#002 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: O. Reg. 246/22 s.23(2)

The licensee has failed to ensure that a written heat related illness prevention and management plan for the home that meets the needs of the residents was developed in accordance with evidence-based practices.

Rationale and Summary

The Spruce Lodge Hot Weather-Related Illness policy #RCM 1-15, dated revised June 20, 2013, and last reviewed April 2020, stated:

Purpose: To ensure that all residents will have their level of risk factor related to hot weather illness identified in order to maintain adequate fluid volume and prevent dehydration.

The policy included only assessment of risk of hot weather-related illness. It did not include the required process for measuring temperatures or monitoring outside temperatures for heat alerts. The policy did not include any interventions or any risk other than for dehydration in heat related illness identified in evidence-based practice.

The Director of Care said that the heat related illness policy had not been revised in a long time and was not current or comprehensive related to heat related illness. They agreed that it did not include the required process for monitoring temperatures in or outside the home, in order to trigger appropriate assessments and interventions to prevent heat related illness. Temperatures in the home were not measured or documented as required and staff were not aware of temperatures putting residents at risk for heat related illness or when to implement appropriate interventions.

Sources: Spruce Lodge Hot Weather-Related Illness policy #RCM 1-15, dated revised June 20, 2013, last reviewed April 2020, staff interviews. [213]

WRITTEN NOTIFICATION AIR TEMPERATURES

NC#003 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: O. Reg. 246/22 s.24(2)

The licensee has failed to ensure the temperature was measured and documented in writing, at a minimum in the following areas of the home:

1. At least two resident bedrooms in different parts of the home.
2. One resident common area on every floor of the home, which may include a lounge, dining area or corridor.
3. Every designated cooling area.

Rationale and Summary

Spruce Lodge Temperature Logs for May, June and July 2022, showed temperatures documented for the auditorium and hallways in every unit as well as two rooms in separate areas of the home three times per day, except 37 of the times had no documentation.

The Maintenance Manager said that maintenance was responsible for measuring and documenting temperatures in the home. They said that temperatures were not always measured and documented three times per day, every day. The Director of Care and the Administrator said that they were not aware that the required temperatures were not being measured and documented as required.

During the inspection, Environment Canada Issued a heat alert with expected temperatures in Stratford, Ontario of 31 degrees Celsius on two days during the inspection. On one day, three resident room temperatures on three different units measured by inspectors, were 26, 26.5 and 27 degrees Celsius. There was moderate risk at the time when temperatures were not being measured in required areas three times per day, especially when temperatures were high and residents at risk for heat related illness were not being assessed or appropriate interventions implemented.

Sources: Observations, staff interviews, Environment Canada website [213]

WRITTEN NOTIFICATION AIR TEMPERATURES

NC#004 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: O. Reg. 246/22 s.24(4)

The licensee has failed to ensure that for every resident bedroom that was not served by air conditioning, the temperature was measured and documented in writing once a day in the afternoon between 12 p.m. and 5 p.m.

Rationale and Summary

The Maintenance Manager said that the hallways and common areas in all units were air conditioned, but the resident rooms were not air conditioned. They said they were not aware that the home was required to measure air temperatures in all resident rooms, and this was not done. The Administrator said they were not aware that temperatures were required to be measured in all resident rooms and thought that because the home had an exemption from the Ministry of Long-Term Care, related to air conditioning, that they were exempt from measuring temperatures in all resident rooms as well.

There were no records in the home for temperatures measured or documented in all resident rooms. A letter from the Ministry of Long-Term Care to the Administrator, dated June 27, 2022, stated the home had satisfied the requirements for an exemption for the installation of air conditioning. The letter also outlined the requirement that every resident bedroom not served by air conditioning, temperatures are measured and documented once a day in the afternoon.

During the inspection, Environment Canada Issued a heat alert with expected temperatures in Stratford, Ontario of 31 degrees Celsius on two days during the inspection. On one day, three resident room temperatures on three different units measured by inspectors, were 26, 26.5 and 27 degrees Celsius. There was moderate risk at the time when temperatures were not being measured in all resident rooms as they did not have air conditioning, especially when temperatures were high and residents at risk for heat related illness were not being assessed or appropriate interventions implemented.

Sources: Observations, staff interviews, Environment Canada website, letter from the Ministry of Long-Term Care to the home administrator dated June 27, 2022, regarding: Time-limited exemption from requirement all resident bedrooms be served by air conditioning. [213]