



**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**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**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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Public Copy/Copie du public

**Report Date(s) /
Date(s) du Rapport**

Feb 28, 2014

**Inspection No /
No de l'inspection**

2014_277538_0004

**Log # /
Registre no**

L-000139-14

**Type of Inspection /
Genre d'inspection**

Critical Incident
System

Licensee/Titulaire de permis

THE CORPORATION OF THE COUNTY OF ELGIN MUNICIPAL HOMES
475 Talbot Street E., AYLMER, ON, N5H-3A5

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

TERRACE LODGE
475 TALBOT STREET EAST, 49462 TALBOT LINE, AYLMER, ON, N5H-3A5

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

NANCY JOHNSON (538)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): February 13, 2014

Rhonda Kukoly # 213 participated in this inspection

During the course of the inspection, the inspector(s) spoke with the Manager of Resident Care, the Executive Director, 2 Registered Practical Nurses, and 1 Personal Support Worker.

During the course of the inspection, the inspector(s) reviewed the clinical record and made observations.

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

Findings of Non-Compliance were found during this inspection.



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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.



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**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6.
Plan of care**

Specifically failed to comply with the following:

**s. 6. (1) Every licensee of a long-term care home shall ensure that there is a
written plan of care for each resident that sets out,**

(a) the planned care for the resident; 2007, c. 8, s. 6 (1).

(b) the goals the care is intended to achieve; and 2007, c. 8, s. 6 (1).

(c) clear directions to staff and others who provide direct care to the resident.

2007, c. 8, s. 6 (1).

Findings/Faits saillants :

1. The licensee failed to ensure that the plan of care set out clear directions to staff
and others who provide direct care to the resident as evidenced by:

a) A staff interview revealed that a resident's responsive behaviors are triggered when
staff tell the resident that another resident is not their spouse.

b) The plan of care did not include interventions related to the responsive behaviors
associated with the resident thinking that another resident was their spouse.

c) Two Registered Practical Nurses and the Manager of Resident Care confirmed that
it is an expectation that the plan of care include triggers and interventions related to
responsive behaviors. [s. 6. (1) (c)]

Issued on this 28th day of February, 2014

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

NANCY JOHNSON