



**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

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Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

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'insptection |
|--|--------------------------------|--|
| August 10, 11, 2010 | 2010_103_2790_09Au g155214 | Complaint Log # O-000792 |
| Licensee/Titulaire | | |
| Specialty Care East Inc., 400 Applewood Crescent, Suite 110, Vaughan, ON L4K 0C3 Fax# 905-695-2940 | | |
| Long-Term Care Home/Foyer de soins de longue durée | | |
| Trillium Centre, 800 Edgar Street, Kingston, Ontario K7M 8S4 Fax# 613-547-3734 | | |
| Name of Inspector(s)/Nom de l'inspecteur(s) | | |
| Darlene Murphy (ID#103) | | |

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Complaint inspection related to resident behaviors.

During the course of the inspection, the inspector spoke with: Residents, family members, Registered Nurses, and Personal Support Workers, Assistant Director of Care and the Director of Resident Services

During the course of the inspection, the inspector also reviewed 2 resident health records.

The following Inspection Protocols were used during this inspection:

- Choice and Privacy Inspection Protocol
- Responsive Behaviors Inspection Protocol

Findings of Non-Compliance were found during this inspection. The following action was taken:

3 WN
1 VPC



WN #2: The Licensee has failed to comply with LTCHA, 2007, S.O 2007, c.8 s.6
(7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings:

1. A resident's plan of care indicates the need to be showered every Monday and Friday and all refusals are to be reported to the Registered Practical Nurse on the shift; the resident bathing records indicate the resident received a shower since admission (July 16, 2010) on July 23, August 2 and August 9, 2010; no refusals are documented.

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WN #3: The Licensee has failed to comply with O. Reg. 79/10 s.53
(4)The licensee shall ensure that, for each resident demonstrating responsive behaviours,
(a) the behavioral triggers for the resident are identified, if possible
(b) strategies are developed and implemented to respond to these behaviors, where possible; and
(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions are documented

Findings:

1. The plan of care does not reflect behavioral triggers for a wandering resident. Upon interviewing staff and residents, triggers such as sun-downing, lack of sleep the previous night, and noise were identified as triggers, but not included on the plan of care.
2. Personal Support Worker (PSW) staff was able to identify redirection as the only strategy for the wandering behaviors of the identified resident. The PSW staff reported this strategy had been ineffective for months and without constant supervision the resident would enter co-resident rooms. Residents on the unit were able to support this information. There was no indication of reassessment of this responsive behavior.

Inspector ID #: 103

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.

Oct 7/10 Darlene Murphy

Title: Date:

Date of Report (if different from date(s) of inspection).