



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

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

**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**

London Service Area Office  
291 King Street, 4th Floor  
LONDON, ON, N6B-1R8  
Telephone: (519) 675-7680  
Facsimile: (519) 675-7685

Bureau régional de services de  
London  
291, rue King, 4<sup>ième</sup> étage  
LONDON, ON, N6B-1R8  
Téléphone: (519) 675-7680  
Télécopieur: (519) 675-7685

### **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 18, 2013	2013_183135_0067	L-000797-13	Complaint

#### **Licensee/Titulaire de permis**

S & R NURSING HOMES LTD.  
265 NORTH FRONT STREET, SUITE 200, SARNIA, ON, N7T-7X1

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

TRILLIUM VILLA NURSING HOME  
1221 MICHIGAN AVENUE, SARNIA, ON, N7S-3Y3

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

BONNIE MACDONALD (135)

#### **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): November 14, 2013.**

**During the course of the inspection, the inspector(s) spoke with Manager of Resident Care, Environmental Manager, Manager Food Services and Resident.**

**During the course of the inspection, the inspector(s) reviewed the home's building and maintenance services and contracts, toured the home facilities and interviewed staff and residents.**

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

**Accommodation Services - Housekeeping**

**Accommodation Services - Maintenance**



Findings of Non-Compliance were found during this inspection.

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>Legendé</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>

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

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

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

---

**Specifically failed to comply with the following:**

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

---

**Findings/Faits saillants :**



---

1. The licensee failed to ensure that the home's furnishings and equipment are kept clean and sanitary when the following was observed during a "walkabout" tour November 14, 2013, with the Environmental and Food Services Managers:

Front Room #A-floor behind chest of drawers noted dust, dirt and dead ants.  
Sunset Tub Room-dirt on floor possible food waste and ants noted in the same area of the tub room.  
Front and Skylight Dining rooms had numerous chairs and table legs heavily soiled with dried on food/fluid like waste.  
Front Dining room louvered doors leading to kitchen had dust hanging on louvers and there was dirt built up around door entrance.

During an interview the Environmental and Food Services Managers confirmed their expectations that the home's furnishings and equipment are kept clean and sanitary. [s. 15. (2) (a)]

2. The licensee failed to ensure that the home's furnishings and equipment are maintained in a safe condition and in a good state of repair when the following was observed during a "walkabout" tour November 14, 2013, with the Environmental Manger:

Front Room # A-baseboards coming off perimeter of walls  
Front Room #B-window sill has large gap between window and window frame  
Sunrise Room #C-arborite falling off window ledge and numerous electrical cords laying on the floor by TV stand.  
Front Dining Room-walls under windows and main kitchen doors badly chipped/scraped and in need of painting.  
Sunrise Room #D-baseboards coming off perimeter of walls  
Sunset Tub Room-numerous items lying on the floor i.e. high rise toilet seat, large jug hair cream rinse and acrylic tray.

During an interview the Environmental Manager confirmed her expectation that home's furnishings and equipment are maintained in a safe condition and in a good state of repair. [s. 15. (2) (c)]



Ministry of Health and  
Long-Term Care

Ministère de la Santé et des  
Soins de longue durée

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

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

---

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance ensuring that the home's furnishings and equipment are kept clean, sanitary and are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.***

---

Issued on this 18th day of November, 2013

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

Bonnie MacDonald