

**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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**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 7, 2021	2020_750539_0026	019970-20	Complaint

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**Licensee/Titulaire de permis**

Lutheran Homes Kitchener-Waterloo  
2727 Kingsway Drive Kitchener ON N2C 1A7

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

Trinity Village Care Centre  
2727 Kingsway Drive Kitchener ON N2C 1A7

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

VALERIE GOLDRUP (539)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): December 14-17, 21-23, 2020.**

**The following intake was completed in this Complaint inspection:**

**Log #019970-20, was related to a complaint regarding resident care.**

**This inspection was completed concurrently with Critical Incident System inspection #2020\_750539\_0025.**

**During the course of the inspection, the inspector(s) spoke with the Chief Operating Officer, the Manager of Cognitive Care, the Programs Manager, the Clinical Auditor, the Registered Dietitian (RD), RAI Coordinators, Registered Nurses (RN), Registered Practical Nurses (RPN) and Personal Support Workers (PSW).**

**During the course of the inspection, the inspectors toured the home, and reviewed clinical health records, relevant home policies and procedures, and other pertinent documents.**

**The following Inspection Protocols were used during this inspection:**  
**Dignity, Choice and Privacy**  
**Nutrition and Hydration**  
**Personal Support Services**  
**Reporting and Complaints**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 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>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 69. Weight changes Every licensee of a long-term care home shall ensure that residents with the following weight changes are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated:**

- 1. A change of 5 per cent of body weight, or more, over one month.**
- 2. A change of 7.5 per cent of body weight, or more, over three months.**
- 3. A change of 10 per cent of body weight, or more, over 6 months.**
- 4. Any other weight change that compromises the resident's health status. O. Reg. 79/10, s. 69.**

## Findings/Faits saillants :

1. The licensee has failed to ensure that a resident's weight changes were assessed using an interdisciplinary approach, and that actions were taken and outcomes were evaluated when a change of more than five per cent of body weight occurred over one month and compromised their health status.

A resident had a weight loss of 12 kilograms (kg) over a nine week period.

A monthly weight taken on week four was thought to be inaccurate, struck out and not retaken until the end of the nine weeks.

No reassessment was documented and no new interventions were added.

A resident's weight loss was not assessed using a multidisciplinary approach, so no new actions could be taken or the outcome evaluated sooner.

Sources: Resident's plan of care and staff interviews.

## ***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 to ensure that residents with the following weight changes are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated: 1. A change of 5 per cent of body weight, or more, over one month. 2. A change of 7.5 per cent of body weight, or more, over three months. 3. A change of 10 per cent of body weight, or more, over 6 months. 4. Any other weight change that compromises the resident's health status, to be implemented voluntarily.***

**Issued on this 11th day of January, 2021**

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

**Original report signed by the inspector.**