



**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  
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**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>
Dec 28, 2012	2012_162109_0010	T0895-12 T2057-12	Complaint

**Licensee/Titulaire de permis**

TORONTO LONG-TERM CARE HOMES AND SERVICES  
55 JOHN STREET, METRO HALL, 11th FLOOR, TORONTO, ON, M5V-3C6

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

TRUE DAVIDSON ACRES  
200 DAWES ROAD, TORONTO, ON, M4C-5M8

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

SUSAN SQUIRES (109)

**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 13, 17, 2012**

**This inspection corresponds with Log # T0895-12 and T2057-12**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Registered Nursing staff, Personal Support Workers, Maintenance Manager, Nurse Manager, Residents.**

**During the course of the inspection, the inspector(s) Reviewed staffing schedules, reviewed maintenance records, observed care on the unit.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Maintenance**

**Sufficient Staffing**

**Findings of Non-Compliance were found during this inspection.**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<b>Legend</b>	<b>Legendé</b>
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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. (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. 2007, c. 8, s. 6 (7).**

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**Findings/Faits saillants :**

1. The licensee failed to ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Resident # 4 told the inspector that he/she did not receive his/her treatment cream and dressing on an identified date. The treatment record indicated that the treatment was not signed off as having been administered on the identified date.

On the identified date the home was short a registered staff member for resident # 4's unit which was confirmed by the DOC. [s. 6. (7)]

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**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services**



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**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).**
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**Findings/Faits saillants :**

1. The licensee failed to ensure that the home, furnishing and equipment are kept clean and sanitary.

Observed soiled carpets throughout the 2 East (Dawes) unit.

Walls are discolored/soiled in corridors of the 2 East (Dawes) unit. [s. 15. (2) (a)]

2. The licensee has failed to ensure that the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

There are several dining room tables throughout the 2nd and 4th floors that have loose and wobbly tabletops making it difficult for residents to eat their meals.

Resident # 4 complained to Inspector that he/she has been complaining for months about the wobbly table that she sits at in the dining room.

(NOTE: the licensee is in the process of tightening tabletops in the building). [s. 15. (2) (c)]

3. The screens for 2 of the windows in the common area on 2 East are torn and ragged.

The thermostat on the wall has been torn off and insides are exposed

A name plate is missing for an identified room.

A resident room is missing the toilet tissue dispenser.

There is drywall damage and paint chips throughout the unit.

There are light bulbs burned out in resident areas.

(NOTE: Licensee is in the process of correcting listed items after Inspector notified the home) [s. 15. (2) (c)]

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**Issued on this 28th day of December, 2012**

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

A handwritten signature in black ink, appearing to read "S. J. [unclear]".