



**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
prévus le Loi de 2007 les
foyers de soins de longue**

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
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Public Copy/Copie du public

Date(s) of Inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Nov 22, 2012	2012_182128_0005	Other

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

TWIN LAKES TERRACE LONG TERM CARE COMMUNITY
1310 MURPHY ROAD, SARNIA, ON, N7S-6K5

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

RUTH HILDEBRAND (128)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct an Other inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Food Service Manager, a Registered Nurse, 2 Registered Practical Nurses, 2 Life Enrichment Aides, 3 Personal Care Workers, a Dietary Aide, a Residents' Council Representative and 7 Residents.

During the course of the inspection, the inspector(s) conducted a tour of the home, observed lunch meal service, and reviewed minutes of meetings pertinent to the inspection.

This inspection is related to a SAO Initiated Inspection Log #L-001792-12.

The following Inspection Protocols were used during this inspection:

Dining Observation

Infection Prevention and Control

Residents' Council

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

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.) 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.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 57. Powers of Residents' Council
Specifically failed to comply with the following subsections:**

s. 57. (2) If the Residents' Council has advised the licensee of concerns or recommendations under either paragraph 6 or 8 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Residents' Council in writing. 2007, c. 8, s. 57.(2).

Findings/Faits saillants :

1. Although the Administrator responds to Residents' Council concerns, in writing, there is no documented evidence to support that the responses are provided to the Council within 10 days of receiving the concerns or recommendations. The Administrator confirmed that the responses are not dated and therefore, it is not evident that the responses are provided to Residents' Council within 10 days.
[LTCHA, 2007 S.O. 2007, c. 8, s. 57.(2)]

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 85. Satisfaction survey
Specifically failed to comply with the following subsections:**

s. 85. (3) The licensee shall seek the advice of the Residents' Council and the Family Council, if any, in developing and carrying out the survey, and in acting on its results. 2007, c. 8, s. 85. (3).

Findings/Faits saillants :

1. There is no documented evidence to support that the licensee seeks the advice of Residents' Council in developing and carrying out the satisfaction survey.
The Administrator acknowledged that the survey for 2012 was developed corporately and advice was not sought from the Residents' Council, in the development of the survey.
[LTCHA, 2007 S.O. 2007, c.8, s. 85(3)]

Issued on this 22nd day of November, 2012



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

Ruth Hildebrand