



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

**Rapport d'inspection
prévus 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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**Ministère de la Santé et des Soins de
longue durée**

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Date(s) of inspection/Date de l'inspection April 1, 4, 2011	Inspection No/ d'inspection 2011_152_8574_01Apr120927	Type of Inspection/Genre d'inspection Complaint T432-11
Licensee/Titulaire Unionville Home Society 4300 Highway #7 Markham, Ontario L3R 1L8		
Long-Term Care Home/Foyer de soins de longue durée Union Villa 4300 Highway #7 Markham, Ontario L3R 1L8		
Name of Inspector(s)/Nom de l'inspecteur(s) Catherine Palmer (152)		
Inspection Summary/Sommaire d'inspection		
<p>The purpose of this inspection was to conduct a complaint inspection related to continence/incontinence care and oral care.</p> <p>During the course of the inspection, the inspector spoke with personal support workers, registered staff, nurse manager, private care giver, family member.</p> <p>During the course of the inspection, the inspector reviewed resident's health care record, interviewed staff, private care giver & family member and observed resident.</p> <p>The following Inspection Protocols were used in part or in whole during this inspection: Continence Care and Bowel Management Personal Support Services</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken: 3 WN 2 VPC</p>		

NON-COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordre de conformité
WAO – Work and Activity Order/Ordre travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA:

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

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.)

Non-respect avec les exigences sur le Loi de 2007 les foyers de soins de longue durée à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007 c. 8 s. 6(1)(c) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out, clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

Findings:

The licensee has failed to ensure that there is a written plan of care for an identified resident related to need for toileting assistance that sets out clear directions to staff and others who provide direct care to the resident.

Inspector ID #: 152

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

Findings:

The licensee has failed to ensure that the care set out in the plan of care is provided to the resident. Resident's plan of care indicates he/she is on a toileting program. 3 out of 4 of the resident's caregivers interviewed indicated that the resident is not toileted.

Inspector ID #: 152

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 the care set out in the plan of care is provided to the resident as specified in the plan, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O. Reg. 79/10 s. 51(2)(c) Every licensee of a long-term care home shall ensure that, each resident who is unable to toilet independently some or all of the time receives assistance from staff to manage and maintain continence.

Findings:

The licensee has failed to ensure that an identified resident who is unable to toilet independently, receives assistance from staff to manage and maintain continence. 3 out of 4 of the resident's caregivers interviewed indicated that the resident is not toileted.



Inspector ID #:	152
Additional Required Actions: VPC - pursuant to the <i>Long-Term Care Homes Act, 2007</i> , S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance shall ensure that, each resident who is unable to toilet independently some or all of the time receives assistance from staff to manage and maintain continence, to be implemented voluntarily.	

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.	
		Cathy Palmer	
Title:	Date:	Date of Report: (if different from date(s) of inspection).	
		May 11, 2011	