



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

**Rapport d'inspection
prévue 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

Toronto Service Area Office
55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

Bureau régional de services de Toronto
55, avenue St. Clair Ouest, 8^{ième} étage
Toronto, ON M4V 2Y7

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

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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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 16, 2010	2010_113_8574_17Nov163028	Other visit – T2980
Licensee/Titulaire		
Unionville Home Society, 4300 Highway #7, Unionville, ON, L3R 1L8		
Long-Term Care Home/Foyer de soins de longue durée		
Union Villa, 4300 Highway #7, Unionville, ON, L3R 1L8		
Name of Inspector/Nom de l'inspecteur		
Jane Carruthers 113		
Inspection Summary/Sommaire d'inspection		
<p>The purpose of this inspection was the result of the inspector identifying additional findings of non-compliance unrelated to the complaint inspection conducted at the same time</p> <p>During the course of the inspection, the inspector(s) spoke with: The Administrator, Director LTC Operations, Environmental Service Manager, Registered Staff, Personal Support Workers (PSWs) and housekeeping staff.</p> <p>During the course of the inspection, the inspector: visited all tub and shower rooms in Resident Home Areas (RHAs)</p> <p>The following Inspection Protocols were used in part or in whole during this inspection: Accommodation - Housekeeping</p> <p>X Findings of Non-Compliance were found during this inspection. The following action was taken: [2] WN [1] CO: CO # 001</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/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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.)

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-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: **O. Reg 79/10 s. 87(2)(b)**. As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,
(b) cleaning and disinfection of resident care equipment, such as whirlpools, tubs, shower chairs, and lift chairs and supplies and devices, including personal assistance services devices, assistive aids, and positioning aids and contact surfaces, using hospital grade disinfectant and in accordance with manufacturer's specifications;

Findings:

1. In an identified Resident Home Area (RHA), at approximately 11:30 am November 16, 2010, spa equipment and shower room floor was soiled with feces ie lifts and commode chairs
2. In an identified Spa, there was a commode soiled with feces left after a resident's shower

Inspector ID #: 113

Additional Required Actions:

CO # - [001] will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

WN #2: The Licensee has failed to comply with **O. Reg 79/10 s. 87(3)**. **The licensee shall ensure that a sufficient supply of housekeeping equipment and cleaning supplies is readily available to all staff at the home.**

Findings:

1. In an identified tub and shower room, there was no disinfectant in the room for cleaning and disinfecting equipment between residents. When asked for the location of the cleaning products, a Personal Support Worker (PSW) stated that they had to ask the housekeeping staff for products when they needed them.

2. There was no disinfectant available for staff in an identified tub and shower room at the time of the visit.

Inspector ID #: 113

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.**

Jane Carruthers

Title: **Date:**

Date of Report: (if different from date(s) of inspection).

November 29/2010



Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Jane Carruthers	Inspector ID # 113
Log #:	T2980	
Inspection Report #:	2010_113_8574_17Nov163028	
Type of Inspection:	Other Visit	
Date of Inspection:	November 16, 2010	
Licensee:	Unionville Home Society, 4300 Highway #7, Unionville, ON, L3R 1L8	
LTC Home:	Union Villa, 4300 Highway #7, Unionville, ON, L3R 1L8	
Name of Administrator:	Debra Cooper Burger	

To Unionville Home Society, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
<p>Pursuant to: O. Reg 79/10 s. 87(2)(b). As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,</p> <p>(b) cleaning and disinfection of resident care equipment, such as whirlpools, tubs, shower chairs, and lift chairs and supplies and devices, including personal assistance services devices, assistive aids, and positioning aids and contact surfaces, using hospital grade disinfectant and in accordance with manufacturer's specifications;</p>			
Order:			
<ol style="list-style-type: none"> The licensee shall educate and monitor all staff on cleaning and disinfecting practices for shared personal equipment i.e. shower chairs and commodes. 			
Grounds:			
<ol style="list-style-type: none"> In a Resident Home Area (RHA), at approximately 11:30 am spa equipment and shower room floor was soiled with feces. 			



2. In an identified Spa, there was a commode soiled with feces left after a resident's shower

This order must be complied with by: January 5, 2011

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.



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Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

Issued on this day of , 2010.	
Signature of Inspector:	Jane Carruthers
Name of Inspector:	
Service Area Office:	Toronto SAO

