



**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
performance et de la conformité**

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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jan 4, 2016	2015_401616_0021	023709-15	Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT 8TH FLOOR MISSISSAUGA ON L5R 4B2

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

LAKEHEAD MANOR
135 SOUTH VICKERS STREET THUNDER BAY ON P7E 1J2

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

JENNIFER KOSS (616), DEBBIE WARPULA (577), SHEILA CLARK (617)

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): November 25, 26, 27,
December 1, 2, 3, 4, 2015**

**This inspection was conducted concurrently with Critical Incident System
inspection 2015_401616_0022 / 027914-15 and Follow Up inspection
2015_401616_0020 / 025740-15.**

**This inspection includes intakes: 024698-15, 028736-15, 028600-15, 027296-15,
026497-15, 022576-15, 021402-15, 003890-14, 004696-15, 024698-15, 025671-15,
011508-15.**

**For findings of non-compliance related to LTCHA, 2007 S.O. 2007, c.8. s. 6. (7),
please refer to Follow Up inspection 2015_401616_0020.**

**During the course of the inspection, the inspector(s) spoke with the Executive
Director (ED), interim Executive Director, Acting Director of Care (DOC), Associate
Director of Care , Registered Nurses (RNs), Registered Practical Nurses (RPNs),
Personal Support Workers (PSWs), Registered Dietitian (RD) , Food Service
Manager (FSM), Environmental Service Manager (ESM), Resident Assessment
Instrument (RAI) Coordinators, Life Enrichment, residents and family members.**

**Observations were made of the home areas, meal services, and the provision of
care and services to residents during the inspection. The home's policies and
procedures and resident health records were reviewed.**

The following Inspection Protocols were used during this inspection:

Dignity, Choice and Privacy

Dining Observation

Falls Prevention

Nutrition and Hydration

Pain

Personal Support Services

Skin and Wound Care

Sufficient Staffing



During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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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Issued on this 4th day of January, 2016

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

Original report signed by the inspector.