



**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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159 Cedar Street Suite 403  
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Téléphone: (705) 564-3130  
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**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du apport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Feb 22, 2016	2016_333577_0004	001325-16	Follow up

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**Licensee/Titulaire de permis**

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

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

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

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

DEBBIE WARPULA (577), JENNIFER KOSS (616)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): January 28 and 29, 2016**

**This inspection was completed in order to follow-up on three previous Compliance Orders issued January 7, 2016, with a compliance date of January 22, 2016. This inspection was conducted concurrently with Critical Incident inspection #2016\_333577\_0002 and Complaint inspection #2016\_333577\_0003.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Assistant Director of Care (ADOC), Acting Director of Care (DOC), RAI Coordinator, Food Service Manager, Resident Services Coordinator, Life Enrichment Supervisor, Registered Practical Nurses (RPN) and Personal Support Workers.**

**Observations were made of home areas, staff and resident interactions, provision of care and services to residents and reviewed health care records.**

**The following Inspection Protocols were used during this inspection:**

**Dignity, Choice and Privacy**

**Nutrition and Hydration**

**Pain**

**Reporting and Complaints**

**Responsive Behaviours**

**Skin and Wound Care**

**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)**



**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / DE L'INSPECTION</b>	<b>NO</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #002	2015_401616_0020		616
LTCHA, 2007 S.O. 2007, c.8 s. 24. (1)	CO #003	2015_401616_0020		616
LTCHA, 2007 S.O. 2007, c.8 s. 6. (7)	CO #001	2015_401616_0020		616



**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.

Issued on this 22nd day of February, 2016

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

**Original report signed by the inspector.**