

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Sudbury Service Area Office
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**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
conformité

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<input type="checkbox"/> Licensee Copy/Copie du Titulaire		<input checked="" type="checkbox"/> Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection April 5-8, 2011	Inspection No/ d'inspection 2011_122_1159_05Apr141946	Type of Inspection/Genre d'inspection Complaint S-00980; IL-16713-SU S-00252; IL-14384-SU

Licensee/Titulaire

Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga, ON L5R 4B2
Fax: 289-360-1201

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

Lakehead Manor
Fax: 807-623-6992

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

Rose-Marie Farwell, 122

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector spoke with:

The Acting Director of Care, the Acting Executive Director, the Associate Director of Care, the Food Service Supervisor, the Environmental Services Manager, the Social Worker, 1 RN, 3 RPNs, 3 PSWs and 2 residents of the home.

During the course of the inspection, the inspector: conducted a walkthrough of the home, observed the provision of care to residents of the home and reviewed resident health records.

The following Inspection Protocols were used during this inspection:

- Accommodation Services Maintenance Inspection
- Dining Observation Inspection

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN

2 VPC

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 LTCHA 2007, S.O., c. 8, s. 3(1)4

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted: Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

Findings:

On April 6, 2011 at 1040 hrs a resident was observed in the 6th floor TV area located beside the nursing station. The resident was asleep in their wheelchair, slumped over and malodorous of feces. Staff walking directly by the resident did not provide the resident with incontinent care or repositioning. The licensee failed to ensure that the resident's rights were fully respected and failed to provide care in a manner consistent with the resident's needs.

Inspector ID #: 122

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 [identify what the written plan must cover to achieve compliance], to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA 2007, O. Reg. 79/10, s. 68(2)(a)

Every licensee of a long-term care home shall ensure that the programs include, the development and implementation, in consultation with a registered dietitian who is a member of the staff of the home, of policies and procedures relating to nutrition care and dietary services and hydration;

Findings:

- Inspector #122 conducted a record review of 13 residents' health records for the months of January 2011 and February 2011 including times during which both elevators were not in service; 11 of 11 resident's meal consumption records audited were not completed as per the home's policy, protocol or procedure. The home's policy and procedure requires that each resident's meal consumption is monitored during each meal service and recorded including meals services provided to resident's in

their respective home areas. The licensee failed to ensure that its policies and procedures related to nutrition care and dietary services and hydration were implemented.

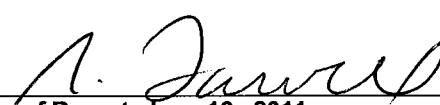
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Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

**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.**



Title:

Date:

Date of Report: June 16, 2011