



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130 avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Oct 23, 2018	2018_674610_0018	020270-18	Complaint

Licensee/Titulaire de permis

Revera Long Term Care Inc.
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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

Elmwood Place
46 Elmwood Place West LONDON ON N6J 1J2

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

NATALIE MORONEY (610), HELENE DESABRAIS (615)

Inspection Summary/Résumé de l'inspection

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

**This inspection was conducted on the following date(s): September 28, 2018,
October 1, 2, 3, 4, 5, 9, 10, 11, 12, and 15, 2018**

**The following intakes were inspected concurrently while in the home completing
the compliant inspection:**

**Log# 020270-18 Inspection #2018_674610_0018 Complaint Info-line #58692 IL-58805
related to care concerns.**

**Log #019185-17 Critical Incident #2018_674610_0016 related to alleged staff to
resident abuse.**



- Log #022549-17 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #028727-17 Critical Incident #2018_674610_0016 related to alleged resident to resident abuse.
- Log #000866-18 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #007282-18 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #008590-18 Critical Incident #2018_674610_0016 related to alleged resident to resident abuse.
- Log #009140-18 Critical Incident #2018_674610_0016 related to alleged resident to resident abuse.
- Log #009751-18 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #010716-18 Critical Incident #2018_674610_0016 related to alleged resident to resident abuse.
- Log #011230-18 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #017557-18 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #020851-18 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #024530-18 Critical Incident #2018_674610_0016 related to alleged resident to resident abuse.
- Log #025256-18 Critical Incident #2018_674610_0016 related to alleged resident to resident abuse.
- Log #027282-18 Critical Incident #2018_674610_0016 related to alleged staff to resident abuse.
- Log #026016-17 Critical Incident #2018_674610_0016 related to falls.
- Log #007497-18 Critical Incident #2018_674610_0016 related to infection prevention and Control.
- Log #026877-18 Critical Incident #2018_674610_0016 related to safe and secure missing resident.
- Log #006139-18, related to a follow up to Compliance Order #001 issued in Resident Quality Inspection #2017_508137_0022 regarding O. Reg. 79/10, s.8.(3) 24/7 Registered Nurse coverage in the home.
- Log #006140-18, 006141-18, 006142-18, 006138-18 related to a follow-up to



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Compliance Order #002, #003, #004, #005 issued in Resident Quality Inspection #2017_508137_0022 regarding O. Reg. 79/10, related to medication management.

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, the Co-Director of Care, Registered Nurses, Registered Practical Nurses, Personal Support Workers, Behavioural Supports Ontario Personal Support Worker, Dietary Aides, Regional Manager, Clinical Consultant Pharmacist, Recreational Therapist Manager, Social Worker, family members and residents.

The inspector(s) also made observations of residents, activities and care. Relevant policies and procedures, as well as clinical records and plans of care for identified residents were reviewed. Inspector(s) observed meals, medication administration and drug storage areas, resident/staff interactions, infection prevention and control practices, cleaning and condition of the home.

**The following Inspection Protocols were used during this inspection:
Prevention of Abuse, Neglect and Retaliation**

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.

Issued on this 25th day of October, 2018

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

Original report signed by the inspector.