



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

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

Hamilton Service Area Office 119 King Street West, 11th Floor HAMILTON, ON, L8P-4Y7 Telephone: (905) 546-8294 Facsimile: (905) 546-8255

Bureau régional de services de Hamilton 119, rue King Ouest, 11ième étage HAMILTON, ON, L8P-4Y7 Téléphone: (905) 546-8294 Télécopieur: (905) 546-8255

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Jun 22, 2011, 2011_026147_0007, Critical Incident

Licensee/Titulaire de permis

MIRDEM NURSING HOMES LTD 176 VICTORIA AVENUE NORTH, HAMILTON, ON, L8L-5G1

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

VICTORIA GARDENS LONG TERM CARE 176 VICTORIA AVENUE NORTH, HAMILTON, ON, L8L-5G1

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

LALEH NEWELL (147)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with Director of Care, Administrator, registered staff and the resident.

During the course of the inspection, the inspector(s) interviewed Director of Care, Administrator, registered staff and resident, reviewed clinical chart and progress notes and reviewed the home's Policy and Procedure related to abuse and neglect.

The following Inspection Protocols were used in part or in whole during this inspection:

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Definitions

WN - Written Notification VPC - Voluntary Plan of Correction DR - Director Referral CO - Compliance Order WAO - Work and Activity Order

Définitions

WN - Avis écrit VPC - Plan de redressement volontaire DR - Aiguillage au directeur CO - Ordre de conformité WAO - Ordres : travaux et activités



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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.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 19. Duty to protect Specifically failed to comply with the following subsections:

s. 19. (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff. 2007, c. 8, s. 19 (1).

Findings/Faits sayants :

- 1. An identified resident had two incidences of physical aggression towards two different residents which resulted in harm or injury to the two residents.
2. In 2011 the identified resident demanded the registered staff to attend immediately to the resident's medical needs, however, the staff was not able to attend to the resident's medical needs immediately as the staff was busy with other nursing duties, the resident became angry and took action which posed potential physical risk to other residents and the home failed to protect residents from abuse by the resident.
3. In 2011 an identified resident found a co-resident laying on the resident's bed, the resident became very agitated and reacted causing co-resident to fall out of the bed and land on the floor. The identified resident remained agitated and verbally threatening. The incident did pose potential physical risk to other residents and the home failed to protect the resident from abuse by the resident.
4. According to the home's documentation, since admission the identified resident has been verbally aggressive towards two residents in the home and on numerous occasions has verbalized threats towards staff and other residents.

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 to ensure the home shall protect it's residents from abuse by anyone, to be implemented voluntarily.

Issued on this 12th day of August, 2011

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

Handwritten signature: Andrea J. Newell

Aug 23 2011