



**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 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**

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**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Aug 13, 2018	2018_533115_0015	011990-18	Resident Quality Inspection

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**Licensee/Titulaire de permis**

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

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

Village on the Ridge  
9 Myrtle Street RIDGETOWN ON N0P 2C0

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

TERRI DALY (115), CASSANDRA TAYLOR (725), NANCY SINCLAIR (537)

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

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**The purpose of this inspection was to conduct a Resident Quality Inspection.**

**This inspection was conducted on the following date(s): July 16, 17, 18, 19, and 20, 2018.**

**The following intakes were completed within the RQI:**

**Log #023320-17/CIS 2765-000011-17 related to alleged resident to resident abuse;**

**Log #024918-17/CIS 2765-000012-17 related to alleged Improper/Incompetent treatment of a resident;**

**Log #006369-18/CIS 2765-000003-18 related to disease outbreak.**

**During the course of the inspection, the inspector(s) spoke with the Director of Care, Regional Support Staff, Food Services Manager, Recreation Services Manager, Environmental Services Manager, Registered Nurses, Registered Practical Nurses, Resident Assessment Instrument Coordinator, Personal Support Workers, Health Care Aides, Support Services Staff, Restorative Aides, a Recreation Aide, a residents' council representative, family members and over twenty identified residents.**

**The inspector(s) also conducted a tour of all resident areas and common areas, observed residents and the care provided to them, a medication pass and medication storage areas, reviewed health care records and plans of care for identified residents, reviewed policies and procedures, minutes from meetings and observed the general maintenance, cleanliness and condition of the home.**

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



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**Accommodation Services - Housekeeping  
Contenance Care and Bowel Management  
Falls Prevention  
Family Council  
Infection Prevention and Control  
Medication  
Minimizing of Restraining  
Nutrition and Hydration  
Pain  
Prevention of Abuse, Neglect and Retaliation  
Residents' Council  
Responsive Behaviours  
Safe and Secure Home  
Skin and Wound Care**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 131. Administration of drugs**

**Specifically failed to comply with the following:**

**s. 131. (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 79/10, s. 131 (2).**

**Findings/Faits saillants :**



1. The licensee has failed to ensure that drugs were administered to residents in accordance with the directions for use specified by the prescriber.

A review of the clinical record for resident #004 included an order for specific medication. The electronic Medication Administration Record (eMAR) included documentation by staff signature to support that the medication had been administered to resident #004 on three specific dates. On a certain date the registered staff who was administering medication was not able to locate the medication for administration. As a result, the Director of Care #102 initiated an investigation and found that the medication had not been received in the home from pharmacy, there was not a government stock of the medication in the home for administration, and pharmacy had not processed the order to send the medication to the home. The investigation concluded that the staff member named in the incident had signed for medications that had not been administered.

Director of Care #102 stated that the resident should have been administered all medications as prescribed.

The licensee has failed to ensure that resident #004 had been administered their drugs in accordance with the directions for use specified by the prescriber. [s. 131. (2)]

***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 that drugs are administered to residents in accordance with the directions for use by the prescriber, to be implemented voluntarily.***



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**Issued on this 23rd day of August, 2018**

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

**Original report signed by the inspector.**