



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

Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch

Division de la responsabilisation et de la  
performance du système de santé  
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 26, 2013	2013_208141_0012	H-000065- 13	Complaint

**Licensee/Titulaire de permis**

OAKWOOD RETIREMENT COMMUNITIES INC.  
325 Max Becker Drive, Suite 201, KITCHENER, ON, N2E-4H5

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

THE VILLAGE OF ERIN MEADOWS  
2930 Erin Centre Boulevard, MISSISSAUGA, ON, L5M-7M4

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

SHARLEE MCNALLY (141)

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



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

This inspection was conducted on the following date(s): February 11, 12, 13, 14, 15, 2013

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), Neighbourhood Coordinator, Resident Assessment Instrument (RAI) Coordinator, Registered Practical Nurse (RPN), private care giver, and family of the resident.

During the course of the inspection, the inspector(s) reviewed resident records including Medication Administration Records, homes policies and procedures, home's investigation summaries.

The following Inspection Protocols were used during this inspection: Contenance Care and Bowel Management

Medication

Personal Support Services

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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.)

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.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 51. Continence care and bowel management**

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

**s. 51. (2) Every licensee of a long-term care home shall ensure that, (g) residents who require continence care products have sufficient changes to remain clean, dry and comfortable; and O. Reg. 79/10, s. 51 (2).**

**Findings/Faits saillants :**



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1. The licensee did not ensure residents who required continence care products had sufficient changes to remain clean, dry and comfortable. An identified resident in 2012 was observed to have an incontinent brief in place with a liner inside. The liner was saturated with urine but the outer brief wetness line indicated the resident was dry. The Personal Care Aid (PCA) caring for the resident confirmed the resident had not had their incontinent brief changed during the shift which the observation was made (approximately 6 hours) because when checked the outer brief appeared dry. The PCA who worked the previous shift confirmed they had put the liner inside the resident's brief so they could change the resident as required without the assistance of another staff. The resident's written plan of care stated the resident should be toileted at regular intervals, including identified times between the last incontinent product change and the time of observation, using the appropriate fitting incontinent product. The Tena Product guidelines for staff stated a resident should not be double padded as it may lead to risk of pressure ulcers, urinary tract infections, leakage and odour, and friction and skin irritation. [s. 51. (2) (g)]

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Issued on this 13th day of May, 2013

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

A handwritten signature in black ink, appearing to read "Shane [unclear]", written over a white background within a black-bordered box.