

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

Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 28, 2022	2021_943988_0004	015963-21	Complaint

Licensee/Titulaire de permis

Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as
General Partner
7070 Derrycrest Drive Mississauga ON L5W 0G5

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

Chartwell Waterford Long Term Care Residence
2140 Baronwood Drive Oakville ON L6M 4V6

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

PARMINDER GHUMAN (706988), JESSICA PALADINO (586)

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): November 3, 4, 5, 8, 9, 10, 12, 15, 16 & 17, 2021

The following complaint was completed:

Log # 015963-21 related to concerns regarding plan of care, skin and wound care, dining and snack service, administration of drugs, neglect, and COVID-19 testing.

During the course of the inspection, the inspector(s) spoke with the Administrator, Directors of Care (DOC), Environmental Services Manager (ESM), registered dietitian (RD), dietary aide, Food Service Manager (FSM), occupational therapist (OT), physiotherapist (PT), registered nurses (RN), registered practical nurses (RPN), personal support workers (PSW) and family member.

During the course of inspection the inspectors(s) toured the home, completed the Infection Prevention and Control (IPAC) checklist, observed resident care and meal service, relevant policies and procedures, relevant clinical health records and internal investigation notes.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Dining Observation

Infection Prevention and Control

Medication

Nutrition and Hydration

Personal Support Services

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

<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>Légende</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>

Issued on this 28th day of June, 2022

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

Original report signed by the inspector.