



**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  
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**

<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>
May 1, 2019	2019_664602_0022	004840-19	Complaint

### **Licensee/Titulaire de permis**

Crown Ridge Health Care Services Inc.  
106 Crown Street TRENTON ON K8V 6R3

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

Westgate Lodge Nursing Home  
37 Wilkie Street BELLEVILLE ON K8P 4E4

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

WENDY BROWN (602)

## **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): April 23, 25 & 26, 2019**

**Log# 004840-19 regarding staffing and resident care, specifically: skin and wound care, the prevention of abuse/neglect and responsive behaviour management.**

**During the course of the inspection, the inspector(s) spoke with residents, Personal Support, Workers (PSW), Registered Practical Nurses (RPN), Registered Nurses (RN), the RAI Coordinator, the Director of Care (DOC), the Administrator and family members.**

**In addition, observations of resident care, resident to resident and resident/staff interactions, were completed. A review of relevant Long Term Care home policies including the Prevention of Abuse/Neglect, and Responsive Behaviours was also conducted. The staffing plan, learning /training records and skin and wound care processes were reviewed.**

**The following Inspection Protocols were used during this inspection:  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours  
Skin and Wound Care  
Sufficient Staffing**

**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	Légende
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 1st day of May, 2019

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



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**Original report signed by the inspector.**