



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

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

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de  
longue durée**

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		Licensee Copy/Copie du Titulaire	X Public Copy/Copie Public
<b>Date(s) of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>	
October 21 and 22, 2010	2010_102_2623_21Oct093940	Complaint –Log #O-001217	
<b>Licensee/Titulaire</b> Crown Ridge Health Care Services Inc. 106 Crown Street Trenton, Ontario K8V 6R3 Fax # 613 392 6360			
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Westgate Lodge Nursing Home 37 Wilkie Street Belleville, Ontario K8P 4E4 Fax # 613 966 5126			
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Wendy Berry (102)			
<b>Inspection Summary/Sommaire d'inspection</b>			
<p>The purpose of this inspection was to conduct a complaint inspection related to housekeeping services and infection prevention and control.</p> <p>During the course of the inspection, the inspector spoke with the Administrator, the Director of care, 2 Housekeepers, several Personal Support Workers and several Registered Nursing staff.</p> <p>During the course of the inspection, the inspector reviewed housekeeping practices throughout resident areas of the home; reviewed the infection prevention and control program related to the management of antibiotic resistant organisms (AROs); observed infection prevention and control measures in place for an ARO; examined availability of supplies for routine practices, including hand hygiene.</p> <p>The following Inspection Protocols were used during this inspection: accommodation services-housekeeping; infection prevention and control.</p> <p>1 Finding of Non-Compliance was found during this inspection. The following action was taken:</p> <p>1 WN</p>			



**NON-COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

WN – Written Notifications/Avis écrit  
VPC – Voluntary Plan of Correction/Plan de redressement volontaire  
DR – Director Referral/Régisseur envoyé  
CO – Compliance Order/Ordres de conformité  
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with O. Reg. 79/10, s. 229(9). The licensee shall ensure that there is in place a hand hygiene program in accordance with evidence based practices and, if there are none, in accordance with prevailing practices, and with access to point of care hand hygiene agents.

**Findings:**

1. Point of care hand hygiene agents are not provided for use in residents' bedrooms.
2. Staff do not routinely carry hand hygiene agents into residents' bedrooms.

Inspector ID #: 102

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance du système de santé.

Title:

Date:

Date of Report: (if different from date(s) of inspection).

*Randy Berry*  
NOV 23/10