



**Ministry of Health and  
Long-Term Care**

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

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

**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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130 Dufferin Avenue 4th floor  
LONDON ON N6A 5R2  
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LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**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 # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 7, 2017	2017_605213_0003	031202-16	Complaint

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**Licensee/Titulaire de permis**

Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as  
General Partner  
100 Milverton Drive Suite 700 MISSISSAUGA ON L5R 4H1

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

Chartwell Westmount Long Term Care Residence  
200 David Bergey Drive KITCHENER ON N2E 3Y4

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

RHONDA KUKOLY (213)

**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): March 28, 29, 30, 31, April 3, 2017**

**This complaint inspection log #031202-16, IL #IL-47658-LO was completed related to falls.**

**This inspection was completed while in the home concurrently completing the following other inspections:**

**Complaint log #005115-17 related to falls and Log #004916-17, critical incident #2880-000001-17 related to falls.**

**Log #003559-16, critical incident #2880-000002-16 related to alleged staff to resident abuse.**

**Log #007175-16, critical incident #2880-000004-16 related to alleged staff to resident abuse.**

**Log #017047-16, critical incident #2880-000007-16 related to alleged resident to resident abuse.**

**Log #030401-16, critical incident #2880-000016-16 related to alleged resident to resident abuse.**

**Log #029747-16, critical incident #2880-000015-16 related to alleged staff to resident abuse.**

**Log #034344-16, critical incident #2880-000020-16 related to alleged responsive behaviours and resident to resident abuse.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Co-Director of Care, two Registered Nurses, six Personal Support Workers, the Business Manager, a Laundry Aide and residents.**

**The Inspector also made observations and reviewed health records, education records, internal investigation records, policies and procedures and other relevant documentation.**

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



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	Legendé
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.



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**Issued on this 7th day of April, 2017**

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

**Original report signed by the inspector.**