



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

**Rapport d'inspection  
prévues 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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<b>Date(s) of inspection/Date de l'inspection</b> September 13 <sup>th</sup> and 14 <sup>th</sup> , 2010	<b>Inspection No/d'inspection</b> 2010_152_2663_10Sep121730	<b>Type of Inspection/Genre d'inspection</b> Complaint T 0648
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**Licensee/Titulaire**  
Revera Long Term Care Inc.  
55 Standish Court, 8<sup>th</sup> Floor, Mississauga, Ontario, L5R 4B2

**Long-Term Care Home/Foyer de soins de longue durée**  
Westside  
1145 Albion Road, Etobicoke, Ontario, M9V 4J7

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Cathy Palmer (#152) and Tiina Tralman (#162)

**Inspection Summary/Sommaire d'inspection**

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

During the course of the inspection, the inspector(s) spoke with: Administrator,  
Director of Care,  
Nutrition Manager,  
Registered Dietitian,  
Personal Support Workers,  
Dietary Aide,  
Residents, and  
Visitors

During the course of the inspection, the inspector(s): reviewed resident files, observed meal service.

The following Inspection Protocols were used in part or in whole during this inspection:

- Nutrition and Hydration Inspection Protocol
- Food Quality Inspection Protocol

1 Finding of Non-Compliance were found during this inspection. The following action was taken:

1 WN



**NON-COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

WN – Written Notifications/Avs 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 constitue 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 the LTCHA 2007, S.O. 2007, c. 8, s. 6 (9) 3. The licensee shall ensure that the following are documented: 3. The effectiveness of the plan of care. 2007, c.8, s. 6 (9).

**Findings:**

1. There is no documented evaluation of the effectiveness of an identified resident's plan of care related to current non-triggered clinical and nutrition problems and interventions.

Inspector ID #: 152 and 162.

**Additional Required Actions:**

None

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.

Cathy Palmer *Cathy Palmer*

Tiina Tralman *Tiina Tralman*

Title: Date:

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

*September 20, 2010*