



**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**

Division de la responsabilisation et de la performance du
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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Dates of inspection/Date de l'inspection December 29, 30, 2010	Inspection No/ d'inspection 2010_193_2663_29Dec100822	Type of Inspection/Genre d'inspection Complaint – T-2869
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Licensee/Titulaire
Revera Long Term Care Inc., 55 Standish Court, 8th floor, Mississauga, ON, L5R 4B2

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

Name of Inspector/Nom de l'inspecteur
Monica Klein

Inspection Summary/Sommaire d'inspection

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

During the course of the inspection, the inspector spoke with: resident, registered staff, Director of Care.

During the course of the inspection, the inspector: reviewed health records, home's policies, staff training schedule, complaints binder.

The following Inspection Protocols were used during this inspection:
Prevention of abuse and neglect.

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

- 1 WN
- 1 VPC

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.

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-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.)

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 3(1)1 of the LTCHA, 2007, S.O. 2007, c.8.

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Findings:

- **An identified resident stated that a staff member was shouting in response to a request of the resident.**

Inspector ID #: 198

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance by ensuring that staff fully recognize the residents individuality and respect their dignity, to be implemented voluntarily.

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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).

January 6, 2011