



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

**Rapport d'inspection
prévus 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

Hamilton Service Area Office
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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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<input type="checkbox"/> Licensee Copy/Copie du Titulaire <input checked="" type="checkbox"/> Public Copy/Copie Public		
Date(s) of inspection/Date de l'inspection September 15, 16 and 17, 2010	Inspection No/ d'inspection 2010_147_2910_16Sep103412	Type of Inspection/Genre d'inspection Complaint – H-00425
Licensee/Titulaire Halton Healthcare LTC Inc. 327 Reynolds Street Oakville, ON L6J 3L7		
Long-Term Care Home/Foyer de soins de longue durée Wyndham Manor 291 Reynolds Street Oakville, ON L6J 3L5		
Name of Inspector Laleh Newell - #147		
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:

- Administrator, Director of Care and RAI MDS Coordinator

During the course of the inspection, the inspector:

- Reviewed clinical chart and progress notes, reviewed internal investigation and Internal incident report.

The following Inspection Protocols were used during this inspection:

- Personal Support Services

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

2 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.

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 The Long-Term Care Homes Program Manual Standards and Criteria.

C1.17 - Each resident shall receive medication and treatment as ordered by the physician, unless the resident refuses.

Findings:

1. An identified resident was prescribed a specific treatment and specific dosage in May 2010; however the resident received a double dose of the treatment on four occasions in May 2010.
2. Upon admission to the facility in May 2010 an identified resident's medication that were prescribed to be started in May 2010 were missed for 4 days.
3. Upon admission to the facility in May 2010 an identified resident's orders for weekly blood work was not carried out until early June 2010.

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WN #2: The Licensee has failed to comply with - O.Reg. 79/10, s. 26(3)18

A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident: Special treatments and interventions.


Findings:

1. At the time of admission an identified resident was assessed for having been diagnosed with a medical condition and special health needs related to medication. However, at the time of resident's discharge on July 2010 the plan of care did not include interventions related to the diagnosis or special health needs with respect to resident's medication therapy.

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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 to ensure all plans of care are based on a comprehensive assessment with respect to the residents special treatment and interventions to be implemented voluntarily.

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 of Report: (if different from date(s) of inspection).
 	Nov 24/10