



**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

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

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☐ Licensee Copy/Copie du Titulaire			☒ Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection	
November 8, 9, 2010	2010_178_2586_08Nov115805	Follow-up T-2872	
Licensee/Titulaire			
The Royal Crest Lifecare Group Inc., c/o Ernst and Young Inc. - 222 Bay Street, TD Centre, P.O. Box 251 Toronto, ON, M5K 1J7			
Long-Term Care Home/Foyer de soins de longue durée			
Yorkview Lifecare, 2045 Finch Avenue West, North York, ON M3N 1M9			
Name of Inspector(s)/Nom de l'inspecteur(s)			
Marsha Hardwick #125, Susan Lui # 199			
Inspection Summary/Sommaire d'inspection			



The purpose of this inspection was to conduct a Follow-up inspection.

During the course of the inspection, the inspector(s) spoke with: Administrator, Director of Care, Registered staff, personal support workers, residents.

During the course of the inspection, the inspector(s): reviewed resident records, reviewed home policies and procedures.

The following Inspection Protocols were used during this inspection: Dignity, Choice and Privacy, Medications, Personal Support Services, Infection prevention and Control.

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

1 WN

1 VPC

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

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/Ordre de conformité

WAO – Work and Activity Order/Ordre: 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 la Loi de 2007 les foyers de soins de longue durée.

Non-respect avec les exigences sur la *Loi de 2007 les foyers de soins de longue durée* a trouvé. (Une exigence dans la 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. 135(1)(a)(b) Every licensee of a long-term care home shall ensure that every medication incident involving a resident and every adverse drug reaction is, (a) documented, together with a record of the immediate actions taken to assess and maintain the resident's health; and



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(b) reported to the resident, the resident's substitute decision-maker, if any, the Director of Nursing and Personal Care, the Medical Director, the prescriber of the drug, the resident's attending physician or the registered nurse in the extended class attending the resident and the pharmacy service provider.

Findings:

A medication incident involving a resident was not documented together with immediate actions taken to assess and maintain the resident's health, and not reported to the resident, his substitute decision maker, his physician, or the Pharmacy.

- On a specified date, an identified resident did not receive a medication as ordered. There is no indication in the resident's record or in the Medication Incident Report that the resident, his substitute decision maker, the prescriber of the drug, the attending physician, or the pharmacy service provider was informed. The incident is not documented in resident's record. Neither the Medication Incident Report nor the resident's record indicates resident outcome or measures taken to manage resident outcome.

Inspector ID #: 199

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 with the regulation requiring that every medication incident involving a resident and every adverse drug reaction is,

(a) documented, together with a record of the immediate actions taken to assess and maintain the resident's health; and

(b) reported to the resident, the resident's substitute decision-maker, if any, the Director of Nursing and Personal Care, the Medical Director, the prescriber of the drug, the resident's attending physician or the registered nurse in the extended class attending the resident and the pharmacy service provider, to be implemented voluntarily.

CORRECTED NON-COMPLIANCE Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
Regulation 832 s.5(2)			May 19, 2009	
NHA, R.S.O. 1990, Chapter N7, s.2(2)1, 2,6ii			July 21, 2009	
NHA, R.S.O. 1990, Chapter N7, s.20.10 (a) (b) (c) (e)			March 18, 2009	



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Regulation 832 s. 21 (1)			May 19, 2009	
NHA, R.S.O. 1990, Chapter N7, s.20.11			July 21, 2009	

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). <i>Dec 17, 2010 Martin Handberg</i> <i>Dec 21, 2010 Susan Riv</i>	