



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

**Rapport d'inspection
prévue 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
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ième} étage
Hamilton ON L8P 4Y7

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

Telephone: 905-546-8294
Facsimile: 905-546-8255

Téléphone: 905-546-8294
Télécopieur: 905-546-8255

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

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 18, 2010	2010-165-2930-19Nov125515	Complaint H-02631

Licensee/Titulaire
The Thomas Health Care Corporation
490 Highway #8
Stoney Creek, ON
L8G 1G6

Long-Term Care Home/Foyer de soins de longue durée
Arbour Creek Long-Term Care Centre
2717 King St. E, Hamilton ON
L8G 1J3

Name of Inspector(s)/Nom de l'inspecteur(s)
Tammy Szymanowski #165

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the response time to answering call bells.

During the course of the inspection, the inspector spoke with: the Director of resident Client Services, Associate Director of Care, nursing staff, and residents.

During the course of the inspection, the inspector: observed the response time when call bells were pulled.

The following Inspection Protocols were used during this inspection: dignity, choice and privacy inspection protocol.

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.

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 O.Reg. 79/10 s. 8(1)(b).

Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system, and is (b) complied with.

Findings:

Nursing staff at the home did not follow the homes procedure related to Nurse Call System policy RC-08-01-04. This procedure indicates that personal care attendants only have two minutes maximum for response to a call bell and if not responded to, the Director of Resident Client Care/Assistant Director of Resident Client Care spectralink will sound an alarm for prompt response.

This procedure was not followed as evidenced by:

1. Call bell response to a resident room was eleven minutes and a call bell response to another resident room was four minutes. There was no further alarm sounded by the Director of Resident Client Care for prompt response after two minutes passed with no response.
2. The Nurse Call System policy RC-08-01-04 indicates that nursing staff carry pagers however; pagers were not used November 18, 2010 and it was verified by three staff on three different floors that pagers were no longer used.

Inspector ID #: 165

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 ensuring that the plan, policy, protocol, procedure, strategy or system related to Nurse Call System is complied with, 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). 