



Ministry of Health and
Long-Term Care

Ministère de la Santé et des
Soins de longue durée

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

Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée

Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch

Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 7, 2013	2013_189120_0066	H-000542- 13	Complaint

Licensee/Titulaire de permis

MARYBAN HOLDINGS LTD
3700 BILLINGS COURT, BURLINGTON, ON, L7N-3N6

Long-Term Care Home/Foyer de soins de longue durée

BILLINGS COURT MANOR
3700 BILLINGS COURT, BURLINGTON, ON, L7N-3N6

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

BERNADETTE SUSNIK (120)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): September 26, 2013

During the course of the inspection, the inspector(s) spoke with the administrator, housekeeping manager, food services supervisor, housekeeping staff and residents.

During the course of the inspection, the inspector(s) toured 3 home areas, random resident rooms, all 5 dining rooms and serveries, common areas, 2 bathing areas and an outdoor courtyard, reviewed the home's pest control service reports, housekeeping policies and procedures and observed housekeeping cleaning procedures.

The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Findings/Faits saillants :



The licensee did not ensure that the home and furnishings were kept clean and sanitary.

- i) On September 26, 2013 all dining rooms were toured. The second floor dining rooms were toured before lunch and the remaining 3 dining rooms after lunch. The majority of the chair frames and/or upholstered seats were observed to be visibly soiled/stained. According to the food services supervisor, dietary staff do not have the task to clean walls and chair frames. Housekeeping staff are responsible for chair frame and wall cleaning, however this task is not done on a daily basis as needed. The dividing wall between the two dining rooms on 3rd floor was visibly soiled as were the walls in the Kent dining room. Walls where food carts are parked were the most affected.
 - ii) The Nooks and Grannie den on the 1st floor was observed to have an accumulation of insects and cob webbing in and around furnishings. Several rooms on the Kent Home area that face the courtyard had dead insects on the window sills, between the screen and the window glass.
 - iii) The floor beneath the 2 steam tables in the 3rd floor servery was covered in debris, mostly between the steam table and adjoining equipment (kick plates can be removed).
 - iv) Carpeting in some of the television lounges (Ainsley, Wedgewood & Bristol) appeared stained and darker, especially at the entrance to the rooms and in the centre of the rooms where residents congregate to watch television. According to the housekeeping supervisor, the home owns a carpet extractor, but has not been used for a long period of time and staff try to remove stains with spot treatments.
 - vi) A heavy accumulation of scale noted behind and under the shower cabin in the Crown Derby spa.
- [s.15(2)(a)]
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Issued on this 7th day of October, 2013

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

B. Sosnik