



**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
performance et de la conformité**

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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 20, 2014	2014_276537_0062	006871-14	Complaint

Licensee/Titulaire de permis

Chartwell Master Care LP
100 Milverton Drive Suite 700 MISSISSAUGA ON L5R 4H1

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

THE ROYAL OAK LONG TERM CARE CENTRE
1750 Division Road North KINGSVILLE ON N9Y 4G7

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

NANCY SINCLAIR (537)

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): November 19, 2014

During the course of the inspection, the inspector(s) spoke with 6 Residents, a Family Member, the Administrator, Environmental Manager, a Registered Staff and 3 Personal Support Workers.

The following Inspection Protocols were used during this inspection:



Safe and Secure Home

During the course of this inspection, Non-Compliances were issued.

1 WN(s)
0 VPC(s)
0 CO(s)
0 DR(s)
0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 O.Reg 79/10, s. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.

Findings/Faits saillants :

1. The licensee has failed to ensure that the home is maintained at a minimum of 22 degrees Celsius.

a) Review of the Room Temperature Log for the month of August 2014 indicates the following: 55 of 319 temperatures recorded during daily checks of the designated rooms, 17%, were below 22 degrees Celsius.

Review of the Room Temperature Log for the month of October 2014 indicates the following: 51 of 341 temperatures recorded during daily checks of the designated rooms, 15%, were below 22 degrees Celsius.

Review of the Room Temperature Log for the month of November 2014, up to the current date of November 19, 2014, indicates the following: 43 of 187 temperatures recorded during daily checks of the designated rooms, 23%, were below 22 degrees Celsius.

b) Interviews conducted with 6 residents in 3 home areas revealed the following. 4 of 6 residents indicated that they have found areas of the home to be cold, including bedrooms and a dining room. This is 66% of the residents interviewed.

c) On November 19, 2014 at 1030 hrs, a check of a resident bedroom indicated a temperature reading of 21.5 degrees Celsius, confirmed by the Environmental Manager.

The Environmental Manager and the Administrator verify that the home has not been maintained at a minimum temperature of 22 degrees Celsius at all times and that it is the expectation that the home will be maintained at a minimum temperature of 22 degrees Celsius. The home continues to work with an external company to ensure the temperature is maintained at the required temperature at all times. [s. 21.]



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Issued on this 20th day of November, 2014

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

Original report signed by the inspector.