



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 prévue le Loi de 2007 les foyers de soins de longue

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

London Service Area Office
291 King Street, 4th Floor
LONDON, ON, N6B-1R8
Telephone: (519) 675-7680
Facsimile: (519) 675-7685

Bureau régional de services de London
291, rue King, 4ième étage
LONDON, ON, N6B-1R8
Téléphone: (519) 675-7680
Télécopieur: (519) 675-7685

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Aug 8, 9, 12, 2011; 2011_067171_0012; 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

ELISA WILSON (171)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with the director of care, registered staff, personal support workers, recreation manager, foodservices manager and residents.

During the course of the inspection, the Inspector(s) reviewed plans of care for specific residents and observed lunch meal service.

The following Inspection Protocols were used in part or in whole during this inspection:

- Dining Observation
Nutrition and Hydration

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Table with 2 columns: Definitions (English) and Définitions (French). Rows include WN, VPC, DR, CO, WAO.



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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 O.Reg 79/10, s. 8. Policies, etc., to be followed, and records
Specifically failed to comply with the following subsections:

s. 8. (1) 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,
(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and
(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits sayants :

1. The Home has a policy "Resident Assessment Care Planning and Care Conference" (#LTCE-RCA-C-007) regarding the documentation required in the Resident Care Plans. This policy is not always complied with, particularly #8 under Corporate Procedures which states "As the resident's care needs change and fluctuate, the care plan is to be revised to be current and reflective of care needs at all times". [O.Reg. 79/10, s.8(1)(b)]

a) An identified resident was assessed as needing a specific intervention at meal times, however this intervention is not listed in the Eating or Nutrition sections of the Summary Resident Care Plan when reviewed in both the computer and the paper chart on August 8, 2011.

b) The summary care plan for an identified resident has not been updated to be current and reflective of care needs. There is a physician's order regarding a specific intervention implemented on August 4, 2011 which was confirmed by staff. This care needs change was not reflected in the interventions in the care plan summary when reviewed on August 8, 2011.

Issued on this 17th day of August, 2011

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