

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**London Service Area Office
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 4, 2021	2021_791739_0040	010877-21, 011417- 21, 011432-21, 011551-21, 013383- 21, 013890-21, 014918-21, 015769-21	Complaint

Licensee/Titulaire de permisChartwell Master Care LP
7070 Derrycrest Drive Mississauga ON L5W 0G5**Long-Term Care Home/Foyer de soins de longue durée**Chartwell Royal Oak Long Term Care Residence
1750 Division Road North Kingsville ON N9Y 4G7**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JULIE DALESSANDRO (739)

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): October 13-15, 18-21, 25-28, November 1 and 2, 2021.

**The following intakes were inspected during this Complaint inspection:
Log #011417-21, Log #011432-21, and Log #011551-21 related to personal support services, Log #013383-21 and Log #013890-21 related to continence care, Log #010877-21 related to nutrition, Log #014918-21 related to staffing, and Log #015769-21 related to safe and secure home.**

NOTE: A Written Notification related to LTCHA, s. 6(9) was identified in this inspection and has been issued in a concurrent inspection, #2021_791739_0041, dated November 4, 2021.

During the course of the inspection, the inspector(s) spoke with Residents, the home's Scheduler, a Housekeeper, Personal Support Workers, Registered Practical Nurses, Registered Nurses, Assistant Directors of Care, and the Director of Care.

During the course of this inspection the inspector(s) also completed observations and record review relevant to the inspection.

The following Inspection Protocols were used during this inspection:

**Accommodation Services - Maintenance
Continence Care and Bowel Management
Falls Prevention
Nutrition and Hydration
Personal Support Services
Safe and Secure Home
Skin and Wound Care
Sufficient Staffing**

During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Légende

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).

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.

Issued on this 4th day of November, 2021

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

Original report signed by the inspector.