



**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

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of Inspection/Date de l'inspection December 22, 2010	Inspection No/ d'inspection 2010_144_2939_22Dec110742	Type of Inspection/Genre d'inspection Complaint L-01793 IL-15553-LO
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Licensee/Titulaire
Chartwell Master Care LP, 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1

Long-Term Care Home/Foyer de soins de longue durée
Royal Oak, 1750 Division Road North, Kingsville, ON N9Y 4G7

Name of Inspector(s)/Nom de l'inspecteur(s)
Carolee Milliner (#144)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an inspection related to a resident fall.

During the course of the inspection, the inspector spoke with two Directors of Care, two PSW's, Assistant DOC, Physiotherapist & one RPN.

During the course of the inspection, the inspector reviewed one resident health record, the home wheelchair inspection/repair log for 2010, the home Fall Risk Reduction & Safety Program Policy.

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

Findings of Non-Compliance were found during this inspection. The following action was taken:
1 WN



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/Ordre de conformité
WAO – Work and Activity Order/Ordre: travaux et activités

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

Le suivant constitue un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de la Loi de 2007 les foyers de soins de longue durée.

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.)

Non-respect avec les exigences sur la *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans la 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 LTCHA, 2007, S.O.c.8,s6(1)(c)
Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
(c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

Findings:

1. The written plan of care for one resident directs one resident's wheelchair to be placed in the tilt position every two hours. The physiotherapist, one RPN & two PSW's on interview gave conflicting responses related to the tilted position the wheelchair is to be placed in every two hours..

Inspector ID #: 144

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:

Date of Report: (if different from date(s) of inspection).

January 4, 2011