



**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

**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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<input type="checkbox"/> Licensee Copy/Copie du Titulaire <input checked="" type="checkbox"/> Public Copy/Copie Public		
Date(s) of inspection/Date de l'inspection August 23, 2010	Inspection No/ d'inspection 2010-115-2939-23Aug132402	Type of Inspection/Genre d'inspection Complaint L00597
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 The Royal Oak LTC Ctr. 1750 Division Rd. North Kingsville, ON N9Y 4G7		
Name of Inspector(s)/Nom de l'inspecteur(s) Terri Daly #115		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection.		
During the course of the inspection, the inspector(s) spoke with: the Administrator, Directors of Care, 1 RPN, 2 PSW's		
During the course of the inspection, the inspector(s): Toured the home, audited resident bed linens and linen storage areas on 4 home areas, observed staff with residents, observed afternoon snack delivery on 1 home area, reviewed resident clinical records.		
The following Inspection Protocols were used in part or in whole during this inspection: Accommodation Services - Laundry Inspection Protocol Snack Observation Inspection Protocol Continence Care and Bowel Management Inspection Protocol Dignity, Choice and Privacy Inspection Protocol		
<input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:		
1 WN		



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WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8,s.6(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, clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

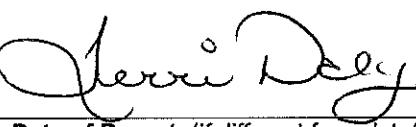
Findings:

The plan of care for a resident who is often incontinent and demonstrates unusual continence habits does not address these issues and or provide clear direction to staff for management of incontinence, hygiene and odour.

Interventions in the resident plan of care related to abnormal blood work, toileting interventions and the monitoring of bowel habits is not clearly set out and does not provide clear direction to staff providing direct care.

Interventions related to a dietary assessment are not indicated on the plan of care.

Inspector ID #: 115

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). September 23, 2010