



**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  
conformité

Hamilton Service Area Office  
119 King Street West, 11<sup>th</sup> Floor  
Hamilton ON L8P 4Y7

Telephone: 905-546-8294  
Facsimile: 905-546-8255

Bureau régional de services de Hamilton  
119, rue King Ouest, 11<sup>th</sup> étage  
Hamilton ON L8P 4Y7

Téléphone: 905-546-8294  
Télécopieur: 905-546-8255

			<input type="checkbox"/> Licensee Copy/Copie du Titulaire <input checked="" type="checkbox"/> Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection	
August 5 and 6, 2010	2010_147_2942_04Aug161241	Critical Incident – H-00415	
<b>Licensee/Titulaire</b> Holland Christian Homes Inc. 7900 McLaughlin Road South Brampton, ON L6Y 5A7			
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Grace Manor 45 Kingknoll Drive Brampton, ON L6Y 5P2			
<b>Name of Inspector/Nom de l'inspecteur</b> Laleh Newell			
<b>Inspection Summary/Sommaire d'inspection</b>			

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The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector spoke with:

Director of Care, Assistant Director of Care, Administrator, 2N RPN and the resident.

During the course of the inspection, the inspector:

- Interviewed Sandra, RPN and resident
- Clinical chart and progress notes reviewed
- Policy and Procedure related to abuse and neglect reviewed
- Internal investigation and Internal incident report reviewed
- The personnel files of the staff who were involved in the incident reviewed.

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

- Critical Incident Response Inspection Protocol
- Prevention of Abuse and Neglect Inspection Protocol

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

1 WN

1 VPC

### **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/Ordres de conformité

**WAO** – Work and Activity Order/Ordres: travaux et activités

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

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le 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 The Long-Term Care Homes Program Manual Standards and Criteria.**

**M1.18 - The facility's policies, procedures, and work routines shall be followed in the provision of care and services. Staff shall be re-instructed when required.**

Findings:

1. An identified resident was found on the floor in the resident's room on May 19, 2010 and incontinent of stool for approximately five hours before staff became aware. Documentation in the resident's progress notes indicate staff did respond to the resident, however did not follow home's policy and procedures related to completing an incident report and notifying the manager on call.

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<b>Inspector ID #:</b>	147
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**WN #2: The Licensee has failed to comply with The Long-Term Care Homes Program Manual Standards and Criteria.**

**A1.31 - All concerns and complaints received shall be documented, including a list of the issues, date expressed, date and follow up action taken, final resolution if any, and date feedback was provided to the complainant.**

**Findings:**

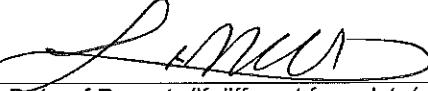
1. The incident related to an identified resident's fall which occurred on May 19, 2010 was not reported to the Ministry of Health and Long Term Care (MOHLTC) until June 30, 2010. Documentation indicates the home became aware of the incident on June 2, 2010 as the resident reported the incident to the staff.

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**Additional Required Actions:**

**VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to be implemented voluntarily.**

<b>Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné</b>	<b>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.</b>
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 Nov 26/20.

**Title:**

**Date:**

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