



**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
sous la Loi de 2007 sur les foyers
de soins de longue durée**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Mar 25, 2019	2019_787640_0009	007927-17, 008553-17, 023748-17, 001611-18, 006014-18, 008326-18, 009553-18, 014031-18, 016567-18, 028468-18	Critical Incident System

Licensee/Titulaire de permis

Holland Christian Homes Inc.
7900 McLaughlin Road South BRAMPTON ON L6Y 5A7

Long-Term Care Home/Foyer de soins de longue durée

Grace Manor
45 Kingknoll Drive BRAMPTON ON L6Y 5P2

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

HEATHER PRESTON (640)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): March 20, 21 and 22, 2019.

This inspection was conducted in conjunction with Complaint Inspection #2019_787640_0010.

During the course of the inspection, the following Critical Incident reports (CI) were reviewed:

Log #007927-17 related to allegations of neglect and verbal abuse

Log #008553-17 related to fall resulting in fracture

Log #023748-17 related to fall resulting in fracture

Log #009553-18 related to fall resulting in fracture

Log #014031-18 related to fall resulting in fracture

Log #001611-18 related to fall with head injury resulting in death

Log #016567-18 related to responsive behaviours

Log #006014-18 related to a fall resulting in fracture

Log #008326-18 related to fall resulting in fracture

Log #028468-18 related to fracture of unknown cause

During the course of the inspection the Long Term Care Homes (LTCH) Inspector toured the home, observed the provision of care, reviewed clinical records, policy and procedure and conducted interviews.

During the course of the inspection, the inspector(s) spoke with residents, families, Personal Support Workers (PSW), Registered Practical Nurses (RPN), Registered Nurses (RN), staff scheduler, Care Plan Coordinator, Acting Director of Care (ADOC) and the Administrator.

The following Inspection Protocols were used during this inspection:

Admission and Discharge

Falls Prevention

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours



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	Légende
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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Issued on this 25th day of March, 2019

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

Original report signed by the inspector.