

**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**

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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
Oct 4, 2021	2021_892762_0001	005430-21, 006439-21	Complaint

Licensee/Titulaire de permis

Southlake Residential Care Village
690 Grace Street Newmarket ON L3Y 8V7

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

Southlake Residential Care Village
640 Grace Street Newmarket ON L3Y 8V7

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

MOSES NEELAM (762)

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): September 9-10, 13-17, 2021

- Log #006439-21, complaint related to short staffing**
- Log #005430-21, complaint related to an incident with a resident that lead to health complications**

During the course of the inspection, the inspector(s) spoke with Director of Care (DOC), Associate Director of Care (ADOC), Environmental Service Manager (ESM), Staffing Coordinator, Registered Practical Nurses (RPN) and Personal Support workers (PSWs)

During the course of this inspection the inspector reviewed records, reviewed documents related to monitoring of air temperature, resident and staff interactions, and conducted observations on resident home areas

The following Inspection Protocols were used during this inspection:

Nutrition and Hydration

Safe and Secure Home

Sufficient Staffing

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 21. Air temperature

Findings/Faits saillants :

1. The licensee has failed to ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

A review of the Long-Term Care Homes (LTCH's) documented temperature records was conducted. During this review, it was noted that temperatures were below 22 degrees Celsius in residents' areas 17 out of 28 times and 11 out of 28 times on the first floor, between certain dates. The temperatures ranged from 20.4 to 21.9 degrees. In an interview, ESM #114 indicated that the home attempts to maintain the temperature between 22 to 24 degrees using their automatic temperature monitoring system, however, in these instances the temperatures were not maintained at a minimum of 22 degrees. As a result, the risk was for the low temperatures having negative effects on the residents.

Sources: temperature logs; Interview with ESM #114 [s. 21.]

Issued on this 4th day of October, 2021

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

Original report signed by the inspector.