



**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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
May 8, 2019	2019_605213_0017	008417-19	Critical Incident System

Licensee/Titulaire de permis

AXR Operating (National) LP, by its general partners
c/o Revera Long Term Care Inc. 5015 Spectrum Way, Suite 600 MISSISSAUGA ON
L4W 0E4

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

McGarrell Place
355 McGarrell Drive LONDON ON N6G 0B1

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

RHONDA KUKOLY (213)

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): May 6 and 7, 2019.

Log #: 008417-19, Critical Incident #2964-000020-19, related to falls was completed during this inspection.

During the course of the inspection, the inspector(s) spoke with the Regional Director, a Regional Manager, a Clinical Consultant, the Executive Director, the Quality Manager, a Registered Nurse, a Registered Practical Nurse, and a Personal Support Worker.

The Inspector also reviewed health records, policies and procedures and other relevant documentation.

**The following Inspection Protocols were used during this inspection:
Falls Prevention**

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

1 WN(s)

1 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.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 71. Director of Nursing and Personal Care

Specifically failed to comply with the following:

s. 71. (1) Every licensee of a long-term care home shall ensure that the long-term care home has a Director of Nursing and Personal Care. 2007, c. 8, s. 71. (1).

Findings/Faits saillants :



1. The licensee has failed to ensure that the long-term care home had a Director of Nursing and Personal Care.

During the inspection May 6 and 7, 2019, there was no Director of Nursing and Personal Care in the home.

In an interview with the Executive Director, they said that they have not had a Director of Nursing and Personal Care since January, 2019. They said that they have been actively recruiting for the entire time and have attempted to hire, but have been unsuccessful. They said that there is a an acting Director of Nursing and Personal Care starting on May 20, 2019.

In an interview with the Regional Director, they said that the home has not had a Director of Nursing and Personal Care since January, 2019. They said that they have been actively recruiting for the entire time and have attempted to hire, but have been unsuccessful. They said that there is a an acting Director of Nursing and Personal Care starting on May 20, 2019. They said that the Clinical Consultant is in the home once a week supporting the home in the Director of Nursing and Personal Care tasks and that some registered nurses (RN)s have been pulled from their usual duties to assist with the Director of Nursing and Personal Care tasks.

In an interview with the Clinical Consultant, they said that they provide clinical consulting services and clinical support only to the home once per week. They said that they do not oversee or have direct responsibility to the nursing staff in the home.

In an interview with an RN, they said that the home has not had a Director of Nursing and Personal Care since December 2018. They said that they are occasionally pulled from their usual registered nurse duties to complete audits and some of the Director of Nursing and Personal Care tasks, as were a couple of the other RNs, but it had been a few weeks since they have had time to complete these other tasks.

The licensee has failed to ensure that the long-term care home had a Director of Nursing and Personal Care for over four months. [s. 71. (1)]



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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 ensure that the long-term care home had a Director of Nursing and Personal Care, to be implemented voluntarily.

Issued on this 8th day of May, 2019

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

Original report signed by the inspector.