



**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

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**Ministère de la Santé et des Soins de  
longue durée**

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<b>Date of inspection/Date de l'inspection</b> November 3, 2010	<b>Inspection No/ d'inspection</b> 2010-137-9632-03Nov103849	<b>Type of Inspection/Genre d'inspection</b> L-01674 Follow –Up prior to July 1/10
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**Licensee/Titulaire**  
Corporation of the County of Oxford, 300 Juliana Drive, Woodstock, ON N4V 0A1

**Long-Term Care Home/Foyer de soins de longue durée**  
Woodingford Lodge – Woodstock, 300 Juliana Drive, Woodstock, ON N4V 0A1

**Name of Inspector/Nom de l'inspecteur**  
Marian C. Mac Donald - # 137

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a Follow-Up inspection, related to unmet standards issued prior to July 1, 2010.

During the course of the inspection, the inspector spoke with: DOC, Schedule Clerk, registered staff and PSW's.

During the course of the inspection, the inspector: observed snack pass, conducted walkthrough of resident home areas and tub rooms, reviewed residents' records and RN schedules.

The following Inspection Protocols were used during this inspection:  
Snack Observation and Contenance & Bowel Management.

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

- 2 WN
- 2 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 O. Reg. 79/10, s.51(2)(b) 51(2)Every licensee of a long-term care home shall ensure that, (b) each resident who is incontinent has an individualized plan, as part of his or her plan of care, to promote and manage bowel and bladder continence based on the assessment and that the plan is implemented.**

**Findings: Twenty-two resident care plans were reviewed for individualized toileting routines.**

1. Three had no toileting schedule identified.
2. Three indicated as "toileted throughout the day".
3. One indicated "before meals and before bed".
4. Ten indicated "ac meals and HS".
5. Four indicated "QAM, QPM, QHS & PRN".
6. One indicated individualized time frames.
7. There was no specific documentation related to each resident's needs.

**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, related to individualized plans for continence care, to be implemented voluntarily.

**WN #2: The Licensee has failed to comply with O. Reg. 79/10, s.73(1)(10) 73(1)Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements: (10) proper techniques to assist residents with eating, including safe positioning of residents who require assistance.**

**Findings: On November 3, 2010 :**

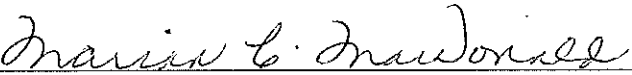
1. At 2:20 pm in Lakewood Dining Room, a PSW was observed standing while feeding thickened fluids to a male resident sitting in a broda chair and standing while feeding pudding to a female resident sitting in a broda chair.
2. At 2:24 pm in Room 2E22 on Apple Grove, a PSW was observed standing while giving a resident juice from a nosey cup. The resident was in a supine position on a hi-lo bed and the bed was in the lowest position. The PSW was bent over while giving the juice.
3. At 2:27 pm in Peach place TV lounge, a PSW was observed standing while feeding pudding to a female resident sitting in a broda chair.



**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, related to proper techniques to assist residents with eating, to be implemented voluntarily.

CORRECTED NON-COMPLIANCE Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
C1.6, LTC Programs Manual, now found in O. Reg.79/10, s.45(1)				137
M1.18, LTC Programs Manual, now found in O. Reg. 79/10, s.8(1)				137
M3.23, LTC Homes Program Manual, now found in O. Reg. 79/10, s.37(1)(a)(b)				137

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: November 16, 2010	