



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

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

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**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité**

Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Feb 12, 2013	2013_200148_0005	O-001472, O Follow up -002326-12	

Licensee/Titulaire de permis

REGIONAL MUNICIPALITY OF DURHAM
605 Rossland Road East, WHITBY, ON, L1N-6A3

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

HILLSDALE TERRACES
600 Oshawa Blvd. North, OSHAWA, ON, L1G-5T9

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

AMANDA NIXON (148)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): January 22 and 23, 2013 on site.

During the course of the inspection, the inspector(s) spoke with the home's Administrator (Acting), Director of Care, Manger of Nursing Practice, Registered Nursing Staff, Personal Support Workers, Dietary and Activity Staff.

During the course of the inspection, the inspector(s) reviewed resident health records, reviewed staff training related to abuse and responsive behaviors, reviewed the home's critical incident history, reviewed several nutritional care policies and observed meal/snack service and the provision of resident care.

The following Inspection Protocols were used during this inspection:
Dining Observation

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.)

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

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. 6. Plan of care

Specifically failed to comply with the following:

- s. 6. (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,**
- (a) the planned care for the resident; 2007, c. 8, s. 6 (1).**
 - (b) the goals the care is intended to achieve; and 2007, c. 8, s. 6 (1).**
 - (c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).**

Findings/Faits saillants :



1. The licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s.6(1)(a), in that the written plan of care for Resident #001 does not set out the planned care for the resident.

Resident #001 is known to have responsive behaviors. Staff interviews, including Registered and non-registered nursing staff, stated that the resident will demonstrate particular verbal and physical behaviors that signal an increase in agitation. Registered staff noted that when these behaviors are observed the use of medication is effective in calming the resident. A review of the progress notes support the described behavior and use of medication for same.

The verbal and physical behaviors and related care interventions to respond to such behavior is not captured in the resident's written plan of care. [s. 6. (1) (a)]

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

COMPLIED NON-COMPLIANCE/ORDER(S) REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDRES:			
REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 71. (3)	CO #002	2012_048175_0008	148
O.Reg 79/10 s. 8. (1)	CO #001	2012_048175_0008	148



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Issued on this 12th day of February, 2013

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

Amenda Nij RD LTCH Inspector



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under the Long-Term
Care Homes Act, 2007**

**Rapport d'inspection
prévüe le Loi de 2007
les foyers de soins de
longue durée**

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Date(s) of inspection/Date de l'inspection January 22 and 23, 2013	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Report Date: February 12, 2013	2013_200148_0005	Follow up
Licensee/Titulaire de permis Regional Municipality of Durham 605 Rossland Road East Whitby, On L1N 6A3		
Long-Term Care Home/Foyer de soins de longue durée Hillsdale Terraces 600 Oshawa Blvd. North Oshawa, Ontario L1G 5T9		
Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs Amanda Nixon (#148)		

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT
CONFORME AUX EXIGENCES:**

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ORDER #/ GENRE DE MESURE/ORDRE NO	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007, S.O. 2007 c. 8, s. 19(1)	CO #001	2012_021111_0026	111
LTCHA, 2007, S.O. 2007 c. 8, s. 23(1)	CO #002	2012_021111_0026	111
LTCHA, 2007, S.O. 2007 c.8, s.53(4)	CO #003	2012_021111_0026	111

Issued on this 12th day of February, 2013

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

Amanda Nixon RD LTCH Inspector