



**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

London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

Bureau régional de services de London
291, rue King, 4^{ème} étage
London ON N6B 1R8

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

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

Telephone: 519-675-7680
Facsimile: 519-675-7685

Téléphone: 519-675-7680
Télécopieur: 519-675-7685

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
May 2, 2011	2011_115_2979_02May100716	Complaint L-000471

Licensee/Titulaire
The Homewood Corporation, 150 Delhi Street, Guelph, ON, N1E 6K9

Long-Term Care Home/Foyer de soins de longue durée
The Village of Glendale Crossing, 3030 Singleton Ave, London ON N6L 0B6

Name of Inspector(s)/Nom de l'inspecteur(s)
Terri Daly #115

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to care and services.

During the course of the inspection, the inspector spoke with the General Manager, the Director of Nursing Care, Kinesiologist, 1 Registered Practical Nurse and 2 Personal Support Workers.

During the course of the inspection, the inspector reviewed the clinical record of one resident, reviewed staffing levels, the falls prevention program, call bell reports from April 25, 2011-May 2, 2011, and observed care provided on 2 home areas.

The following Inspection Protocols were used during this inspection:
Sufficient Staffing Inspection
Safe & Secure Home Inspection
Infection Prevention & Control Inspection
Falls Prevention Inspection Protocol

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

1 WN
1 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.

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-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.)

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.229(4)
The licensee shall ensure that all staff participate in the implementation of the program.

Findings:

On May 2, 2011, at 11:45 AM during a tour of a home area the inspector found bed pans, commode containers, and basins stored inappropriately on residents' bath room floors. The inspector spoke with 2 Personal Support workers and they both indicated that basins and bedpans should be stored on the hooks under the bathroom counter as opposed to on the floor.

Inspector ID #: 115

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 all staff participate in the implementation of the infection control program related to appropriate storage for k basins, wash basins, commode containers, collection containers, and bedpans, to be implemented voluntarily.

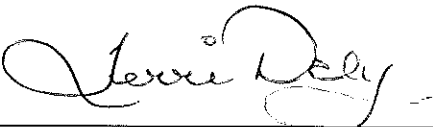


Ministry of Health and
Long-Term Care

Ministère de la Santé et
des Soins de longue durée

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

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

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: May 5, 2011	