



**Ministry of Health and  
Long-Term Care**

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

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

**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**

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

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jun 4, 2013	2013_183135_0014	L-000274-13	Critical Incident System

**Licensee/Titulaire de permis**

PEOPLECARE Inc.  
28 William Street North, P.O. Box 460, Tavistock, ON, N0B-2R0

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

PEOPLECARE OAKCROSSING LONDON  
1242 Oakcrossing Road, LONDON, ON, N6H-0G2

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

BONNIE MACDONALD (135)

**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 23, 2013.

During the course of the inspection, the inspector(s) spoke with Executive Director, Director of Nursing for Management Services, Nurse Manager, Physiotherapist, Registered Practical Nurse, 3 Personal Support Workers and Resident.

During the course of the inspection, the inspector(s) reviewed critical incident, related internal investigation, resident's clinical records, policies and procedures for falls and interviewed staff. Observations of resident care were conducted in a resident home area.

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

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.)

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. 6. Plan of care**

**Specifically failed to comply with the following:**

**s. 6. (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).**

**Findings/Faits saillants :**

1. Resident fell sustaining an injury while walking. When the resident fell they were being assisted by a staff member.

Review of resident's plan of care, revealed that resident was a two person physical assist when walking. This was also confirmed in interview with the home's Physiotherapist.

Director of Nursing confirmed her expectation that the care set out in the plan of care be provided to the resident as specified. [s. 6. (7)]



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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 ensuring the care set out in the plan of care is provided to the resident as specified, to be implemented voluntarily.***

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Issued on this 4th day of June, 2013

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

Bonnie Mac Donald