



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 prévue le Loi de 2007 les foyers de soins de longue

**Health System Accountability and Performance Division
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Aug 28, 29, 30, 31, Sep 4, 5, 6, 11, 2012	2012_147113_0034	Complaint

Licensee/Titulaire de permis

MILL CREEK CARE CENTRE
286 Hurst Drive, BARRIE, ON, L4N-0Z3

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

MILL CREEK CARE CENTRE
286 Hurst Drive, BARRIE, ON, L4N-0Z3

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

JANE CARRUTHERS (113)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Environmental Service Manager, Quality Control Manager of Nova, registered staff, Personal Support Workers, housekeepers, and residents.

During the course of the inspection, the inspector(s) conducted a walk through of all home areas and boiler room taking hot water temperatures, reviewed random hot water temperature logs and bathing temperature logs, reviewed resident council minutes, elevator preventative maintenance logs and breakdown invoices, education inservices on Infection Prevention and Control, and reviewed an identified resident's progress notes.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Infection Prevention and Control

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé 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. 86. Infection prevention and control program

Specifically failed to comply with the following subsections:

- s. 86. (2) The infection prevention and control program must include,**
(a) daily monitoring to detect the presence of infection in residents of the long-term care home; and
(b) measures to prevent the transmission of infections. 2007, c. 8, s. 86. (2).

Findings/Faits saillants :

1. Not all housekeeping staff were inserviced about the cleaning of a new isolation room. On August 30, 2012, a housekeeper had not been inserviced on the cleaning of a newly identified isolation room. Nursing and housekeeping staff were inserviced on C. difficile on the day the room went into isolation. This housekeeper did not work on the day of the inservice and had not been educated on the changes to the cleaning routines for that room.
 [LTCHA sect.86.(2)(b)]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 17. Communication and response system

Specifically failed to comply with the following subsections:

- s. 17. (1) Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,**
(a) can be easily seen, accessed and used by residents, staff and visitors at all times;
(b) is on at all times;
(c) allows calls to be cancelled only at the point of activation;
(d) is available at each bed, toilet, bath and shower location used by residents;
(e) is available in every area accessible by residents;
(f) clearly indicates when activated where the signal is coming from; and
(g) in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff. O. Reg. 79/10, s. 17 (1).

Findings/Faits saillants :

1. The resident-staff communication and response system could not be accessed by an identified resident while sitting on a lounge chair in their room. When inspector #113 entered the room, the resident indicated that assistance was needed. The resident was not able to call for assistance using the call bell because it was out of reach and still attached to the bed.[sect. 17. (1)(a)]

WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 89. Laundry service

Specifically failed to comply with the following subsections:

- s. 89. (1) As part of the organized program of laundry services under clause 15 (1) (b) of the Act, every licensee of a long-term care home shall ensure that,
- (a) procedures are developed and implemented to ensure that,
 - (i) residents' linens are changed at least once a week and more often as needed,
 - (ii) residents' personal items and clothing are labelled in a dignified manner within 48 hours of admission and of acquiring, in the case of new clothing,
 - (iii) residents' soiled clothes are collected, sorted, cleaned and delivered to the resident, and
 - (iv) there is a process to report and locate residents' lost clothing and personal items;
 - (b) a sufficient supply of clean linen, face cloths and bath towels are always available in the home for use by residents;
 - (c) linen, face cloths and bath towels are kept clean and sanitary and are maintained in a good state of repair, free from stains and odours; and
 - (d) industrial washers and dryers are used for the washing and drying of all laundry. O. Reg. 79/10, s. 89 (1).

Findings/Faits saillants :

1. Towels in the beauty salon, which are provided by Mill Creek, are not in a good state of repair with edges of some towels fraying.
[sect. 89.(1)(c)]

WN #4: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services

Specifically failed to comply with the following subsections:

- s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
- (a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;
 - (b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment;
 - (c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection;
 - (d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks;
 - (e) gas or electric fireplaces and heat generating equipment other than the heating system referred to in clause (c) are inspected by a qualified individual at least annually, and that documentation is kept of the inspection;
 - (f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service;
 - (g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature;
 - (h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;
 - (i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius;
 - (j) if the home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order; and
 - (k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).

Findings/Faits saillants :

1. The temperature of the hot water serving all bathtubs and showers used by residents is not always maintained at a temperature of at least 40°C. Staff stated that before a bath or shower is completed, hot water temperatures are taken and recorded.

Written documentation confirmed the following low water temperatures in the shower/tubs:

January 27, 2012 on 3 East water temperature was 38.9°C on days.

February 2012 on 3 East, water temperatures were below 40.0°C on 13/28 occasions on day shift.

February 2012 on 3 East, water temperatures were below 40°C on 12/24 occasions on evening shift.

March 2012 on ground floor, water temperatures were below 40°C on 2/31 occasions on day shift.

March 2012 on ground floor, water temperatures were below 40°C on 6/31 occasions on evening shift - on March 30, 2012 the temperature was documented to be 25.6°C.

Staff stated that when they get a low temperature, they can reset the mixing valve and water temperatures will get warmer. Baths are sometimes delayed until water temperature is over 40°C.

Residents who refuse their scheduled tub/shower have a bed bath using the hot water from their rooms. Water temperatures in Resident Home Areas were taken on August 27, 28, 30, 2012 and 6/12 temperatures taken throughout the building were under 40°C.

[sect. 90.(2)(i)]

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 hot water temperatures serving all bathtubs and showers used by residents is maintained at 40°C. This plan is, to be implemented voluntarily.

Issued on this 17th day of September, 2012

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