



**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**

**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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jul 28, 2014	2014_262523_0026	001030-14	Complaint

Licensee/Titulaire de permis

Oneida Nation of the Thames
2212 Elm Avenue, R. R.#2, SOUTHWOLD, ON, N0L-2G0

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

Oneida Nation of the Thames Long-Term Care Home (Tsi' Nu: yoyantle' Na'
Tuhuwatisni)
2212 Elm Avenue, R. R.#2, SOUTHWOLD, ON, N0L-2G0

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

ALI NASSER (523)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): July 14, 15, 17, 18, 21 and 22, 2014

This inspection was completed concurrently with an RQI inspection # 2014_262523_0025 Log # L-000684-14. Findings of Non-Compliance were found during this inspection and they are reflected in the RQI report.

During the course of the inspection, the inspector(s) spoke with the Manager of Activities & Acting Administrator, the Manager of Resident Care & Acting Director of Care, the President of Assured Care Consulting, the Manager of Dietary Services & Acting Manager of Environmental Services, Environmental Services Supervisor, Director of Contracted Dietitian Company, Registered Dietitian, 9 Registered Staff, 11 Personal Support Workers, 2 Housekeeping Staff, an Activation Aide, a Social Worker, a Nursing Consultant, the Resident Council President, Family members and Residents.

During the course of the inspection, the inspector(s) toured the Home, observed meal services, medication passes, medication storage areas and care provided to residents, reviewed health records and plans of care for identified residents, reviewed policies and procedures of the home and observed general maintenance, cleaning and condition of the home.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping
Accommodation Services - Maintenance
Reporting and Complaints
Sufficient Staffing**

There are no findings of Non-Compliance as a result of this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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.) 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.

Issued on this 28th day of July, 2014

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