

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**London Service Area Office
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Aug 5, 2020	2020_736689_0012	011513-20, 015102- 20, 015140-20	Complaint

Licensee/Titulaire de permisSharon Farms & Enterprises Limited
108 Jensen Road LONDON ON N5V 5A4**Long-Term Care Home/Foyer de soins de longue durée**Earls Court Village
1390 Highbury Avenue North LONDON ON N5Y 0B6**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CASSANDRA ALEKSIC (689)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): July 28, 29, 30 & 31, 2020

The following complaint intakes were completed within this inspection:

**Log #011513-20 related to personal support services;
Log #015102-20 related to personal support services and dining; and
Log #015140-20 related to accommodation services and nutrition care.**

During the course of the inspection, the inspector(s) spoke with the Director of Care, the Assistant Director of Care, the Executive Director, the Environmental Manager, the Director of Recreation, the Clinical Practice Coordinator, the Staff Development Coordinator, the Dietary Manager, the Resident Assessment Instrument (RAI) Coordinator, housekeeping staff member, laundry staff member, Registered Practical Nurse, Personal Support Workers, Public Health Inspector, residents and family members.

The Inspector also made observations, and reviewed health records, policies, procedures and other relevant documentation.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping
Dining Observation
Food Quality
Personal Support Services**

During the course of this inspection, Non-Compliances were not issued.

**0 WN(s)
0 VPC(s)
0 CO(s)
0 DR(s)
0 WAO(s)**

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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	Légende 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 5th day of August, 2020

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

Original report signed by the inspector.