

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

**Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 24, 2019	2019_685648_0009	001592-18, 021034-18, 025711-18, 030764-18, 002069-19, 003533-19	Complaint

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**Licensee/Titulaire de permis**

Southlake Residential Care Village  
596 Davis Drive NEWMARKET ON L3Y 2P9

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

Southlake Residential Care Village  
640 Grace Street NEWMARKET ON L3Y 2P6

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

JOVAIRIA AWAN (648), SHIHANA RUMZI (604)

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**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): May 16, 17, 21, 22, 23, 24, 27, 28, 29, 30, 31, June 1, 2, and 3, 2019.**

**The following Complaint inspections were completed:**

**Log# 001592-18, related to minimizing of restraints.**

**Log# 021034-18, related to medication administration.**

**Log# 025711-18, related to personal support services, accommodations and housekeeping, and prevention of abuse and neglect.**

**Log# 030764-18, medication administration, and personal support services.**

**Log# 002069-19, related to personal support services and prevention of abuse and neglect.**

**Log# 003533-19, related to responsive behaviour management.**

**During the course of the inspection, the inspectors reviewed resident care records, observed provision of care, and reviewed relevant policies and procedures.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Acting Director of Care (ADOC), Director of Care (DOC), Nurse Practitioner (NP), Registered Nurses (RN's), Registered Practical Nurses (RPN's), Personal Support Workers (PSW's), Hairdresser, Receptionist, family members, and residents.**

**The following Inspection Protocols were used during this inspection:**

**Accommodation Services - Housekeeping**

**Medication**

**Minimizing of Restraining**

**Personal Support Services**

**Responsive Behaviours**

**Skin and Wound Care**

**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)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 24th day of July, 2019**

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

**Original report signed by the inspector.**