



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 prévue le Loi de 2007 les foyers de soins de longue

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

Toronto Service Area Office  
55 St. Clair Avenue West, 8th Floor  
TORONTO, ON, M4V-2Y7  
Telephone: (416) 325-9297  
Facsimile: (416) 327-4486

Bureau régional de services de Toronto  
55, avenue St. Clair Ouest, 8<sup>ème</sup> étage  
TORONTO, ON, M4V-2Y7  
Téléphone: (416) 325-9297  
Télécopieur: (416) 327-4486

2955

Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
July 13, 2011.	2011_078193_0014	Follow up

Licensee/Titulaire de permis

SOUTHLAKE RESIDENTIAL CARE VILLAGE  
640 GRACE STREET, NEWMARKET, ON, L3Y-2L1

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

SOUTHLAKE RESIDENTIAL CARE VILLAGE  
640 GRACE STREET, NEWMARKET, ON, L3Y-2L1

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

MONICA NOURI (193)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Follow up inspection.

During the course of the inspection, the inspector(s) spoke with registered staff, Director of Care and Executive Director.

During the course of the inspection, the inspector(s) observed medication administration, storage and disposal, and reviewed home's policies and procedures.

The following Inspection Protocols were used in part or in whole during this inspection:

Medication

Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Definitions

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

Definitions

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités



<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>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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA:</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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 129. Safe storage of drugs  
Specifically failed to comply with the following subsections:

- s. 129. (1) Every licensee of a long-term care home shall ensure that,
  - (a) drugs are stored in an area or a medication cart,
    - (i) that is used exclusively for drugs and drug-related supplies,
    - (ii) that is secure and locked,
    - (iii) that protects the drugs from heat, light, humidity or other environmental conditions in order to maintain efficacy, and
    - (iv) that complies with manufacturer's instructions for the storage of the drugs; and
  - (b) controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart. O. Reg. 79/10, s. 129 (1).

Findings/Faits sayants :

On July 13 and 14, 2011, money was observed stored in two identified residents' medication bins. Also a bottle of beer was observed in the medication fridge in the medication room. [129(1)(a)(i)]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 136. Drug destruction and disposal  
Specifically failed to comply with the following subsections:

- s. 136. (2) The drug destruction and disposal policy must also provide for the following:
  1. That drugs that are to be destroyed and disposed of shall be stored safely and securely within the home, separate from drugs that are available for administration to a resident, until the destruction and disposal occurs.
  2. That any controlled substance that is to be destroyed and disposed of shall be stored in a double-locked storage area within the home, separate from any controlled substance that is available for administration to a resident, until the destruction and disposal occurs.
  3. That drugs are destroyed and disposed of in a safe and environmentally appropriate manner in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.
  4. That drugs that are to be destroyed are destroyed in accordance with subsection (3). O. Reg. 79/10, s. 136 (2).

Findings/Faits sayants :

The home does not have a double locked storage area for controlled substances to be stored until they are destroyed and disposed on evenings, nights and weekends, separate from any controlled substances available for administration. Controlled substances are being kept in the same double locked narcotic bin in the medication cart with the controlled substances available for administration until the Assistant of the Director of Care picks them up.



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  
prévus le Loi de 2007 les  
foyers de soins de longue

*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 by ensuring that any controlled substance that is to be destroyed and disposed is stored in a double locked storage area within the home, separate from any controlled substance that is available for administration to a resident, until the destruction and disposal occurs, to be implemented voluntarily.*

Issued on this 19th day of August, 2011

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs
<i>M. Nouri</i>





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

**Rapport d'inspection  
prévue le *Loi de 2007  
les foyers de soins de  
longue durée***

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Toronto Service Area Office  
55 St. Clair Avenue West, 8<sup>th</sup> Floor

Telephone: 416-325-9297  
1-866-311-8002  
Facsimile: 416-327-4486

Bureau régional de services de Toronto  
55, avenue St. Clair ouest, 8<sup>ième</sup> étage  
Ottawa ON K1S 3J4

Téléphone: 416-325-9297  
1-866-311-8002  
Télécopieur: 416-327-4486

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

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

<b>Dates of inspection/Date de l'inspection</b> July 13, 14, 2011	<b>Inspection No/ No de l'inspection</b> 2011_078193_0006 / T-1400-11	<b>Type of Inspection/Genre d'inspection</b> Follow up
<b>Licensee/Titulaire de permis</b> Southlake Residential Care Village, 640 Grace Street, Newmarket, ON, L3Y 2L1		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Southlake Residential Care Village, 640 Grace Street, Newmarket, ON, L3Y 2L1		
<b>Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs</b> Monica Nouri, # 193		

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/  
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT  
CONFORME AUX EXIGENCES:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ORDER #/ GENRE DE MESURE/ORDRE NO</b>	<b>INSPECTION # / NO DE L'INSPECTION</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
LTCHA, 2007, S.O. 2007 c. 8, s.19(1)	CO# 001	2010_193_2955_01Dec103 519	# 193
LTCHA, 2007, S.O. 2007 c. 8, s. 3(1)11. i, iii	CO # 001	2010_140_10Aug153955	# 193
O. Reg. 79/10, s. 218.2	CO # 002	2010_140_10Aug153955	# 193
O. Reg. 79/10, s. 131(2)	CO # 001	2010_193_2955_07Jan093 711	# 193
LTCHA, 2007, S.O. 2007 c. 8, s.20(2) (d) (e) (f)	WN and VPC	2010_193_2955_01Dec103 519	# 193

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ORDER #/ GENRE DE MESURE/ORDRE NO</b>	<b>INSPECTION # / NO DE L'INSPECTION</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
----------------------------------	---	--	---



O. Reg. 79/10, s. 96(a) (b) (d) (e)	WN and VPC	2010_193_2955_01Dec103 519	# 193
O. Reg. 79/10, s. 58	WN and VPC	2010_140_10Aug153955	# 193
LTCHA, 2007, S.O. 2007 c. 8, s.9 (1) (a) (b)	WN and VPC	2010_140_10Aug153955	# 193
LTCHA, 2007, S.O. 2007, c.8,s.6(1)(a)(b)(c)(4)(a)(b)(5)(7)	WN and VPC	2010_140_10Aug153955	# 193
LTCHA, 2007, S.O. 2007, c.8, s.9 (1) (a) (b)	WN and VPC	2010_140_10Aug153955	# 193
O. Reg. 79/10, s. 58	WN and VPC	2010_140_10Aug153955	# 193
LTCHA, 2007, S.O. 2007, c.8, s.20(2) (d) (e) (f)	WN and VPC	2010_193_2955_01Dec103 519	# 193
LTCHA, 2007, S.O. 2007, c.8, s.6 (9) 1	WN and VPC	2010_193_2955_07Jan093 711	# 193

Issued on this 21 ay of July, 2011

Signature of Inspector/Signature de l'inspecteur:  
