



**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  
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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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
Apr 24, 25, 26, May 9, 10, 2012	2012_146154_0001	Follow up

**Licensee/Titulaire de permis**

BOARD OF MANAGEMENT OF THE DISTRICT OF NIPISSING EAST  
400 Olive St., NORTH BAY, ON, P1B-6J4

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

CASELLHOLME  
400 OLIVE STREET, NORTH BAY, ON, P1B-6J4

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

GAIL PEPLINSKIE (154)

**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 the Administrator, Director of Care, Manager of Clinical Standards, Registered Nursing Staff, Personal Support Workers (PSW), Activity Staff and residents.

During the course of the inspection, the inspector(s) reviewed the current "Reporting and Complaints" Policy #03-27 revised January 13, 2012, reviewed the "Reporting Resident Incidents" Policy #R18.5.0 revised November 28, 2011, reviewed the "Residents' Rights" Policy #R.18.6.0 revised November 28, 2011, reviewed the "Orientation" package provided to all new staff, reviewed responses provided to complainants and reviewed the Inservice Education records related to the "New Complaint Protocols".

The following Inspection Protocols were used during this inspection:

Reporting and Complaints

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

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



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prévues le Loi de 2007 les  
foyers de soins de longue**

<b>Legend</b>	<b>Legendé</b>
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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.

**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:**

**CORRECTED NON-COMPLIANCE/ORDER(S)  
REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDRES:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / NO DE L'INSPECTION</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
O.Reg 79/10 r. 101.	WN #1	2011_054133_0029	154
O.Reg 79/10 r. 101.	CO #001	2011_054133_0029	154
O.Reg 79/10 r. 101.	WN #2	2011_099188_0014	154

Issued on this 10th day of May, 2012

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