



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 sous la
Loi de 2007 sur les foyers de
soins de longue durée

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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
Jan 29, 2014	2014_295556_0002	O-000046- 14	Complaint

Licensee/Titulaire de permis

CITY OF OTTAWA

Long Term Care Branch, 275 Perrier Avenue, OTTAWA, ON, K1L-5C6

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

PETER D. CLARK CENTRE

9 MERIDIAN PLACE, OTTAWA, ON, K2G-6P8

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

WENDY PATTERSON (556)

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): January 22, 23, 24, 27, 28, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, a Manager of Personal Care, two Registered Nurses (RN), and four Personal Support Workers (PSW)

During the course of the inspection, the inspector(s) observed three resident care areas, reviewed the medical records of Residents' #001, #002, and #004, observed resident to resident interactions, observed staff to resident interactions, reviewed three months of RN schedules, reviewed the homes Responsive Behaviours Assessment & Management program revised March 2013, and Contenance Care and Bowel Management program revised March 2013.

**The following Inspection Protocols were used during this inspection:
Contenance Care and Bowel Management
Responsive Behaviours**

Findings of Non-Compliance were found during 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.)	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.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 33. Bathing
Specifically failed to comply with the following:

s. 33. (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of his or her choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition. O. Reg. 79/10, s. 33 (1).

Findings/Faits saillants :



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1. The licensee has failed to meet section 33 of the O.Reg 79/10, in that Resident #1 and Resident #4's medical records indicate that Resident #1 did not received, at a minimum, two baths per week; and Resident #4 has not had, at a minimum, two baths per week by the method of his or her choice.

Inspector #556 interviewed the charge nurse who stated that if residents refuse they are not forced to have a bath, however the Administrator stated that if residents refuse to have a bath or shower they are provided with a bed bath so that they receive their two baths per week.

In an interview PSW's S101, S102, S104, and S106 indicated that when a resident refuses care they have been directed to re-approach a short time later and try again, and if the resident still refuses they are to provide the resident with an alternative type of care such as a bed bath.

Resident #1's care plan states that Resident #1 is to have a shower two times per week. A review of Resident #1's flow sheets indicate that Resident #1 went twelve days without a bath, thirteen days without a bath, and twenty two days without a bath during three separate specified time frames. A review of Resident #1's progress notes do not provide an explanation as to why the bath/showers were not provided.

Resident #4's care plan states Resident #4 is to have a tub bath or shower as per family and residents wishes. A review of progress notes on Resident #4's medical record state that on on a specified date Resident #4's substitute decision maker (SDM) told the home that he/she prefers for Resident #4 to receive a minimum of one shower per week. Further review of the progress notes indicate that on another specified date the Resident's SDM voiced displeasure over Resident #4 not having a shower. A later progress note states Resident #4's SDM voiced concern again about his/her parent not having a shower. A progress note on a specified date states resident's SDM complained that Resident #4 was scratching his/her head and required a shower. A further progress note states that Resident #4's SDM complained that when certain staff are working Resident #4 never gets a shower and that he/she deserves a shower. Resident #4 was admitted to the home on a specified date and since that time the Resident's SDM has assisted Resident #4 with six showers. A review of the flow sheets for Resident #4 indicates that Resident #4 received six bed baths and three showers in a specified time frame, however the bed baths are not the method of choice for Resident #4's SDM. [s. 33. (1)]



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Issued on this 29th day of January, 2014

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

Wendy Patterson