



**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**

**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 # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 15, 2017	2017_590554_0005	031957-16	Complaint

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### **Licensee/Titulaire de permis**

Chartwell Master Care LP  
100 Milverton Drive Suite 700 MISSISSAUGA ON L5R 4H1

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

Chartwell Ballycliffe Long Term Care Residence  
70 STATION STREET AJAX ON L1S 1R9

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

KELLY BURNS (554)

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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): January 30-31, and  
February 01-03, 2017**

**Intake #031957-16**

**Summary of Intake:**

**1) #031957-16 - Complaint (anonymous) - short staffing and scheduling, (allegedly) affecting the care of residents.**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Registered Nurse(s), Personal Support Workers, and Scheduling Clerk.**

**During the course of this inspection, the inspector toured the home, reviewed clinical health records, reviewed staffing patterns (deployment), nursing schedules (specific to registered nurses, and personal support workers on all shifts), Staffing Contingency Plans for registered nursing staff and non-regulated direct care staff, 2016 Staffing Evaluation, 2016 Complaints Log and or Worksheets; and reviewed the licensee's policy as it relates to Complaints.**

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

**Personal Support Services  
Reporting and Complaints  
Sufficient Staffing**

**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**

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.

Issued on this 15th day of March, 2017

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

**Original report signed by the inspector.**