

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**Central East Service Area Office
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jan 14, 2020	2019_715672_0019	016033-19, 016412-19	Critical Incident System

Licensee/Titulaire de permisChartwell Master Care LP
100 Milverton Drive Suite 700 MISSISSAUGA ON L5R 4H1**Long-Term Care Home/Foyer de soins de longue durée**Chartwell Ballycliffe Long Term Care Residence
70 Station Street AJAX ON L1S 1R9**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JENNIFER BATTEN (672)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): December 6, 9, 10, 11, 13 and 16, 2019.

The following intakes were inspected during this inspection:

Two logs related to alleged incidents of resident to resident abuse.

NOTE: A Voluntary Plan of Compliance related to LTCHA, 2007, r. 8. (1) (b), a Voluntary Plan of Compliance related to LTCHA, 2007, r. 53. (4) (b) and a Voluntary Plan of Compliance related to LTCHA, 2007, r. 229 (5) (b), identified in this inspection were issued in the report for a concurrent inspection, Complaint Inspection #2019_715672_0020.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), RAI-MDS Coordinator, Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), RN for Quality Control, Skin and Wound Care Champion, Physiotherapists (PT), Occupational Therapists (OT), Staffing Clerks, residents, family members, and visitors to the home.

**The following Inspection Protocols were used during this inspection:
Infection Prevention and Control
Prevention of Abuse, Neglect and Retaliation
Responsive Behaviours**

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 16th day of January, 2020

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

Original report signed by the inspector.