Ontario

**Ministry of Health and Long-Term Care**

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

**Ministére 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**
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| Date(s) of inspection/Date(s) de l'inspection | Inspection No/ No de l'inspection | Type of Inspection/Genre d'inspection |
|---|---|---|
| Jul 5, 25, 26, 27, 2012 | 2012_021111_0016 | Complaint |

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

BAY RIDGES
900 SANDY BEACH ROAD, PICKERING, ON, L1W-1Z4

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

LYNDA BROWN (111)

## Inspection Summary/Résumé de l'inspection

**The purpose of this inspection was to conduct a Complaint inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), two Registered Practical Nurses (RPN), one Personal Support Worker (PSW), and residents Power of Attorney (POA).**

**During the course of the inspection, the inspector(s) observed the resident, reviewed the clinical health record and reviewed the homes records.**

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

**Continence Care and Bowel Management**

**Medication**

**Personal Support Services**

**Safe and Secure Home**

**Findings of Non-Compliance were found during this inspection.**

## NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

| Legend | Legendé |
|---|---|
| WN – Written Notification<br>VPC – Voluntary Plan of Correction<br>DR – Director Referral<br>CO – Compliance Order<br>WAO – Work and Activity Order | WN – Avis écrit<br>VPC – Plan de redressement volontaire<br>DR – Aiguillage au directeur<br>CO – Ordre de conformité<br>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.)<br><br>The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.<br><br>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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

**Specifically failed to comply with the following subsections:**

**s. 6. (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,**
**(a) the planned care for the resident;**
**(b) the goals the care is intended to achieve; and**
**(c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).**

**s. 6. (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,**
**(a) a goal in the plan is met;**
**(b) the resident's care needs change or care set out in the plan is no longer necessary; or**
**(c) care set out in the plan has not been effective. 2007, c. 8, s. 6 (10).**

**Findings/Faits saillants :**

The licensee failed to ensure that an identified resident was reassessed and the plan of care was reviewed and revised related to the use of a prescribed treatment cream and a chronic condition[s.6(10)(b)].

***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 to ensure that the written plan of care for resident #4 provides clear direction to staff and others that provide direct care to the resident, and that the resident is reassessed and the plan of care is reviewed and revised when the resident's care needs change or care set out in the plan is no longer necessary related to continence and use of prescribed treatment creams, to be implemented voluntarily.***

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.**

**Findings/Faits saillants :**

An identified resident's call bell was activated at the bedside by the inspector @ 10:35 hrs. There was no audible sound noted outside the resident rooms but a small white light was lit. The call bell was not answered for over ten minutes.Observation of the call bell display system across from the nursing station displayed the room number alternating with DAPL(door ajar patio lounge) and an intermittent ringing occurred near the nursing station.
-Interview of the PSW indicated when call bells are activated, the room number will show up on the call bell display and there is also a continuous bell sound until the alarm is turned off in the room.
-Interview of the RPN indicated they were unaware of the what DAPL was for. There was no indication that staff attempted to determine what DAPL was for until prompted by the inspector.

The licensee failed to ensure that the home is safe and secure related to the use of call bells[r.5]

***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 to ensure that the long term care home is a safe and secure environment for its residents by ensuring that all call bells are responded to, to be implemented voluntarily.***

**Issued on this 27th day of July, 2012**

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

Lynda Brown