



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

**Ministère de la Santé et des
Soins de longue durée**

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

**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 11, 2017	2017_587129_0005	004614-17, 004618-17, 004619-17, 004622-17	Follow up

Licensee/Titulaire de permis

BELLA SENIOR CARE RESIDENCES INC.
1000 FINCH AVENUE WEST SUITE 901 TORONTO ON M3J 2V5

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

BELLA SENIOR CARE RESIDENCES INC.
8720 Willoughby Drive NIAGARA FALLS ON L2G 7X3

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

PHYLLIS HILTZ-BONTJE (129)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): February 27, March 8, 20, 21, 30 and 31, 2017

During this inspection the following logs were inspected: Log #004614-17 related to s. 6(7) - care as specified in the plan of care, Log #004618-17 related to s. 19(1) - duty to protect from abuse/neglect, Log #004619-17 related to s. 84 - Continuous Quality Improvement Program and Log #004622-17 related to s. 229(4) - Infection Prevention and Control Program.

Non-compliance in relation to s. 6(7) and s. 84 were identified while completing a concurrent Critical Incident Inspection and compliance orders for s. 6(7) and s. 84 have been reissued on Critical Incident Inspection # 2017_587129_0002.

Complaint Inspection #2017_587129_0003 was also inspected concurrently with this Follow Up Inspection.

During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC), the Assistant Director of Care (ADOC), the Nurse Consultant, the Administrator and a Physiotherapy Assistant (PTA).

During this inspection the inspector reviewed clinical records and reviewed records maintained by the home (investigative notes, training records, policies and procedures and employment records)

During the course of this inspection the inspector observed care provided as well as observed of infection control practices implemented by staff during tours of the care areas and while observing specific care activities that included meal service and medication administration while completing a concurrent Critical Incident Inspection and Complaint Inspection.

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)



The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19.	WN	2016_250511_0011	129
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #003	2016_250511_0011	129
O.Reg 79/10 s. 229.	WN	2016_250511_0011	129
O.Reg 79/10 s. 229. (4)	CO #006	2016_250511_0011	129



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 25th day of May, 2017

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

Original report signed by the inspector.