



**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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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Sep 15, 2017	2017_551526_0015	010140-17, 016125-17	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

THERESA MCMILLAN (526)

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): July 25, 26, 27, and 31 2017; August 1, 2, 3, 8, 9, 10, 11, 14, 15, 16, 17, 21, 22, 23, 24, and 25, 2017.

Inspection notes and findings for these Follow Up inspections were reported under Follow up Inspection Number 2017_551526_0014:

Intake #010140-17: Follow up to CO #004 related to the Ontario Long Term Care Homes Act 2007 section 84, the quality improvement and utilization review system, from Inspection Number 2017_587129_0002 (A1). Non compliance was identified and issued in the report for the Follow up Inspection Number 2017_551526_0014 as a Compliance Order and Director Referral.

Intake #016125-17: Follow up to CO #001 related to O. Reg. 79/10 section 8 (1)(b), compliance with policies and procedures, from Inspection Number 2017_555506_0012. Non compliance was identified and issued in the report for the Follow up Inspection Number 2017_551526_0014 as a Compliance Order and Director Referral.

During the course of the inspection, the inspector(s) spoke with the Owner (Licensee), President of Assured Care Consulting (the Management Company), Administrator, Director of Care (DOC), Assistant Director of Care (ADOC), Nurse Consultant, Dietary Consultant, Office Manager, Nursing Department Assistant Manager, Nutrition Manager, Resident Assessment Instrument Co-ordinator (RAI), back-up RAI Co-ordinator, Resident Support Services Manager, Registered Dietitians, Physiotherapist, Physiotherapy Assistants, Recreation staff, Registered Nurses (RNs), Registered Practical Nurses (RPNs), restorative staff, Personal Care Providers (PCPs), residents and families.

During the course of the inspection, the inspector(s) toured the home, observed the provision of care, observed medication passes, reviewed clinical records, policies and procedures, audits, meeting minutes, annual evaluations, training records, the home's complaints process, investigative notes and conducted interviews.



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

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

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).

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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Issued on this 15th day of September, 2017

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

Original report signed by the inspector.