



**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**

**Health System Accountability and
Performance Division
Performance Improvement and
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**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité**

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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
Jul 21, 2014	2014_178102_0035	000437-14	Follow up

Licensee/Titulaire de permis

BELCREST NURSING HOMES LIMITED
250 Bridge Street West, BELLEVILLE, ON, K8P-5N3

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

BELCREST NURSING HOMES LIMITED
250 Bridge Street West, BELLEVILLE, ON, K8P-5N3

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

WENDY BERRY (102)

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 15, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, the Environmental Services Supervisor, several staff.

During the course of the inspection, the inspector(s) reviewed actions taken to maintain hot water temperatures between 40 and 49 degrees Celsius; checked log books; observed the set up of the hot water supply equipment, the Maintenance Care program and the installation of several sensors for the automated water temperature monitoring system; reviewed the water temperature policy and related memorandum to staff dated June 2014; checked hot water temperatures in several resident areas.

**The following Inspection Protocols were used during this inspection:
Safe and Secure Home**

Findings of Non-Compliance were found during this inspection.



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.) 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.



WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records

Specifically failed to comply with the following:

s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,
(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).
(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :

1. PSW staff are not following the home's "Water Temperature Procedure", identified as policy # ENV S.4-0430 related to:
 1. taking and recording hot water temperatures on every shift in each of the 4 resident home areas (rha); and
 2. taking action as required per the procedure related to water temperatures identified below 40 degrees Celsius.

Hot water temperature log books are provided in each rha. At the time of the inspection on July 15, 2014, log book entries for June and July 2014 were reviewed. Each of the 4 log books identified that: staff were not recording the hot water temperatures on many shifts; and staff were not taking the prescribed actions most times when temperatures were identified to be below 40 degrees Celsius.

The licensee has not ensured that the "Water Temperature Procedure" that has been put in place is complied with. [s. 8. (1)]

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 policies and procedures are complied with by staff, to be implemented voluntarily.



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**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE
BEEN COMPLIED WITH/
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES
SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

**COMPLIED NON-COMPLIANCE/ORDER(S)
REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:**

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 90. (2)	CO #001	2014_348143_0006	102

Issued on this 21st day of July, 2014

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