



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

**Rapport d'inspection
prévue le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Sudbury Service Area Office
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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection May 3, 4, 5, & 6, 2011	Inspection No/ d'inspection 2011_106_2620_02May134049	Type of Inspection/Genre d'inspection Complaint Log# S-00659 & S-00775
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Licensee/Titulaire
Revera Long Term Care Inc.
55 Standish Court, 8th Floor Mississauga, ON, L5R 4B2

Long-Term Care Home/Foyer de soins de longue durée
Birchwood Terrace
237 Lakeview Drive, R.R.#1, Kenora, ON, P9N 4J7

Name of Inspector(s)/Nom de l'inspecteur(s)
Margot Burns-Prouty (106)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector spoke with: Residents, the Administrator, Environmental Services Manager, Falls Coordinator, Registered Nursing Staff (RN and RPN), Personal Support Workers (PSW) and the Cook.

During the course of the inspection, the inspector(s): Conducted a walk-through of all resident home areas and various common areas, observed care provided to residents in the home, reviewed electronic plan of care, reviewed written plans of care, reviewed progress notes, and interviewed staff members

The following Inspection Protocols were used:

- Dining Observation
- Snack Observation
- Dignity, Choice and Privacy
- Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection. The following action was taken:

3 WN

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

NON- COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

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.)

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s.3(1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
 8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.

Findings:

1. On May 3, 2011 during the lunch service on 3rd floor, a RPN did not ensure a resident's right to be afforded privacy in treatment when she administered eardrops to a resident in the dining area, in front of other residents.
2. On May 3, 2011 during the lunch service on 3rd floor, 2 RPNs did not ensure a resident's right to privacy when they were overheard discussing a recent increase in a resident's medication in the dining area, in front of other residents.
3. On May 3, 2011 at 1414 on 2nd floor a RPN did not ensure a resident's right to be afforded privacy in treatment when she administered eye drops to them in the lounge/dining area in front of other residents.
4. On May 3, 2011 at 1415 on 2nd floor a RPN did not ensure a resident's right to be afforded privacy in treatment when she administered eye drops and tooth gel to them in the lounge/dining area, in front of other residents.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 53(1) Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours:

2. Written strategies, including techniques and interventions, to prevent, minimize or respond to the responsive behaviours

Findings:

1. On May 4 and 5, 2011, during the lunch services, a resident was observed to spit on the floor multiple times; each time prior to spitting the resident loudly cleared their throat. The resident's plan of care was reviewed and no written strategies, including techniques and interventions, to prevent, minimize or respond to this responsive behaviour were found.
2. On May 4, 2011, a housekeeping staff member who was cleaning up, the resident's the spit off the floor was asked if this was recent behaviour for this resident and she stated that "they had only been doing this for the last month or so".

WN #3: The Licensee has failed to comply 71(3) The licensee shall ensure that each resident is offered a minimum of,
 (c) a snack in the afternoon and evening.


Findings:

1. On May 3, 2011, on the second floor 8 residents, who were in there rooms, were not offered a snack during the afternoon nourishment pass. Inspector 106 observed the nourishment cart from 15:00, when staff began the nourishment pass, until 16:00, when it was removed from the unit.

The cart was not observed to be taken by staff down the East hall to offer those residents a snack during that time.

**CORRECTED NON-COMPLIANCE
Non-respects à Corrigé**

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
LTCHA, 2007, S.O. 2007 c. 8, s.15(2)(a)	WN	1	2010_106_2620_13Sep115605	106

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. 
Title:	Date:
Date of Report: (if different from date(s) of inspection). July 20, 2011	