



**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

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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 September 23, 2010	Inspection No/ d'inspection 2010_148_9506_17Sep090936	Type of Inspection/Genre d'inspection Complaint Log #O-0001516
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Licensee/Titulaire
County of Renfrew, 9 International Drive Pembroke, Ontario K8A 6W5
Phone 613-735-7288 Fax 613-735-2081

Long-Term Care Home/Foyer de soins de longue durée
Bonnehchere Manor, 470 Albert Street Renfrew Ontario K7V 4L5
Phone 613-432-4873 Fax 613-432-7138

Name of Inspector(s)/Nom de l'inspecteur(s)
Amanda Nixon (ID#148)
Kathleen Smid (ID#161)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the care and services provided to residents residing on the HM 2 unit.

During the course of the inspection, the inspectors spoke with members of the management team including the Administrator Shayne Hoelke, Director of Care Violet Rossy, Resident Care Coordinators Donna Crogie and Joan Huges, Resident Assessment Instrument (RAI) Coordinator Simonne Kemp, along with Registered Nurse Patricia Bridges, a Registered Practical Nurse responsible for resident care September 23, 2010, the Food Service Supervisor Marilyn Watson and residents residing on the HM 2 unit.

During the course of the inspection, the inspectors observed the care of an identified resident and reviewed the resident's health record. Ten residents were observed for hygiene and grooming care. Also observed the lunch meal service on September 23, 2010 on HM 2.

The following Inspection Protocols were used during this inspection:
Personal Support Services
Dining Observation

There are no findings of Non-Compliance as a result of this inspection.



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.

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 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-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.

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.

Amanda Nix RD LTCIA Inspector

Title: Date:

Date of Report: (if different from date(s) of inspection).

September 1, 2010