



Ministry of Health and Long-Term Care

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

Ministère de la Santé et des Soins de longue durée

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

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch
Division de la responsabilisation et de la performance du système de santé
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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Oct 10, 2012, 2012\_182128\_0002, Complaint

Licensee/Titulaire de permis

MACGOWAN NURSING HOMES LTD
719 Josephine Street, P.O. Box 1060, WINGHAM, ON, N0G-2W0

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

BRAEMAR RETIREMENT CENTRE
719 Josephine Street North, R.R. #1, P.O. Box 1060, WINGHAM, ON, N0G-2W0

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

RUTH HILDEBRAND (128)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the Inspector(s) spoke with the Administrator, Ward Clerk, Administrative Support, Registered Nurse, two Registered Practical Nurses, the Hair Stylist, four Personal Support Workers/Health Care Aides and five Residents.

During the course of the inspection, the inspector(s) took water temperatures in tub rooms and a resident room; reviewed temperature monitoring logs; and reviewed minutes of a Residents' Council meeting. Toilets were also checked in each wing as related to Log # L-001140-12.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

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. 90. Maintenance services**  
**Specifically failed to comply with the following subsections:**

- s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,**
- (a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;**
  - (b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment;**
  - (c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection;**
  - (d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks;**
  - (e) gas or electric fireplaces and heat generating equipment other than the heating system referred to in clause (c) are inspected by a qualified individual at least annually, and that documentation is kept of the inspection;**
  - (f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service;**
  - (g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature;**
  - (h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;**
  - (i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius;**
  - (j) if the home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order; and**
  - (k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).**

**Findings/Faits saillants :**

1. Water temperatures were taken in the following tub rooms between 07:12 and 07:22, and none of them were at least 40 degrees Celsius:

Green wing tub room - temperature registered at 34.5 degrees Celsius;

Yellow wing tub room - temperature registered at 37.5 degrees Celsius; and

Blue wing tub room - temperature registered at 37.5 degrees Celsius.

Staff were bathing residents and providing personal care.

The water temperature was taken in the washroom of an identified room @ 08:07 and registered at 35.8 degrees Celsius.

Water temperatures, recorded by registered staff, on a "RN Q Shift Quality Check" log were reviewed for the month of October 2012 and it was noted that 13 of the 27 recorded temperatures (48%) fell below the required 40 degrees Celsius (104 degrees Fahrenheit).

Five staff interviews conducted with registered and non-registered staff confirmed that the water temperatures fluctuate and are not consistently warm enough to bath residents and/or provide morning care in the resident rooms.

One of five residents interviewed expressed concerns about the water never being warm enough for bathing and indicated this has been an ongoing issue for at least a year.

Residents identified concerns, at the September 4, 2012 Residents' Council meeting, noting that the water fluctuates from hot to cold while residents are bathing and they find this uncomfortable. The Administrator and Maintenance man responded to their concerns, in writing, but the problem has still not been rectified.

2. Water temperature in the yellow wing tub room was 50.3 degrees Celsius when taken at 09:48.

Immediate action was taken, by the Administrator, to decrease the temperature of the water in this tub room.

The Administrator acknowledged that they have been having difficulty trying to regulate fluctuating water temperatures in the home.

[O. Reg. 79/10, s. 90 (2)(g) and (i)]

**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 hot water temperatures in bathtubs, showers and hand basins used by residents are maintained at no greater than 49 degrees Celsius and are maintained at a temperature of at least 40 degrees Celsius for bathtubs and showers used by residents, to be implemented voluntarily.***

Issued on this 10th day of October, 2012

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

