



**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 sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 14, 2015	2015_346133_0008	O-001296-14	Complaint

Licensee/Titulaire de permis

BROADVIEW NURSING CENTRE LIMITED
210 Brockville Street Smiths Falls ON K7A 3Z4

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

BROADVIEW NURSING CENTRE
210 Brockville Street Smiths Falls ON K7A 3Z4

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

JESSICA LAPENSEE (133)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): April 9, 2015

During the course of the inspection, the inspector(s) spoke with the Director of Nursing, the Quality Improvement Coordinator, the Maintenance Manager, and residents.

The following Inspection Protocols were used during this inspection:



Safe and Secure Home

During the course of this inspection, Non-Compliances were issued.

2 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg. 79/10, s. 21 in that the licensee has failed to ensure that the home is maintained at a minimum temperature of 22 degrees Celsius (C).

On April 9th, 2015, Inspector #133 monitored air temperatures in resident bedrooms throughout the home. The Inspector's thermometer was left in place for 5 minutes, in an identified location. This process began at 11:35am and was concluded at 1:40pm. Resident bedrooms are heated with electric baseboards, controlled by a secured thermostat on the wall near the entrance to the bedrooms. The Inspector observed that in all rooms noted below, the thermostats were set to 24 C, with the exception of room #114, which was set at 22C. The following non-compliant temperatures were found in the following areas:

#114 – 20.9C, at the resident's bedside table

#106 – 21.2C, at resident #001's bedside table

#109 – 21.1C, at resident #002's bedside table

#122 – 21.1C, at the resident's bedside table

#124 – 20.4C, at the dresser between resident #003 and resident #004's beds

#127 – 21C, at the dresser between resident #005 and resident #006's beds

#119 – 21.2C, at resident #007's bedside table

Resident #007 remarked to the Inspector that in the winter their curtains move a lot as the wind comes in around the closed window. The resident felt that the window draft negates the heat coming from the electric baseboard heater, which is beneath the



window sill. The inspector could feel a draft from the window, most pronounced near the base of the window at the time of observation.

#125 – 20.6C, at the dresser between resident #008 and resident #009's beds.

Resident #008 pointed out to the Inspector that there was a strong draft coming in around the base of their window, and urged the Inspector to take the temperature at the window sill. The resident was seated in their wheelchair, adjacent to the window, near the foot of their bed. Standing in front of the window, the inspector could feel the strong draft and confirmed this to the resident. The resident speculated that the window seals must require replacement. The temperature, at the outer edge of the window sill, was noted to be 16.4C. The baseboard heater, just below the sill, was slightly warm to the touch.

#126 – 21.3C, at the dresser between resident #010 and resident #011's beds.

Resident #012, who also resides in bedroom #126, told the Inspector that they don't mind the room being cool, but that they couldn't speak for the three other residents that they share the room with. Resident #012 did however point out that in the winter, due to the cold draft that comes in from around the windows, it is too cold, even for them, to sit in either of the two comfortable easy chairs that are in front of the windows.

On April 9th, 2015, Inspector #133 conducted a debriefing with the Director of Nursing, the Quality Improvement Coordinator, and the Maintenance Manager following the temperature monitoring process. All recorded temperatures were shared with the assembled team. As well, Inspector #133 shared their observations related to the window drafts, and shared resident #007's, #008's and #012's comments related to the windows, with the assembled team. The Maintenance Manager acknowledged that they are aware that the window seals are problematic. [s. 21.]



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 with the requirement that the home is maintained at a minimum temperature of 22 degrees Celsius., to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Findings/Faits saillants :

1. The licensee has failed to comply with LTCHA, 2007, S.O. 2007, c. 8, s. 15 (2) (c) in that the licensee has failed to ensure that the home's windows are maintained in a good state of repair.

On April 9th, 2015, Inspector #133 monitored air temperatures in resident bedrooms throughout the home. In nine identified resident bedrooms, the temperature was noted to be below 22 degrees Celsius, the minimum required temperature as per O. Reg. 79/10, s. 21. This was observed despite the fact that the electric baseboard heaters, in eight of the nine resident bedrooms, were set to 26 degrees Celsius. During the course of the temperature monitoring process, some residents raised concern about their windows, in that they were not properly sealed.

Bedroom #119 - Resident #007 remarked to the Inspector that in the winter their curtains move a lot as the wind comes in around the closed window. The resident felt that the window draft negates the heat coming from the electric baseboard heater, which is



beneath the window sill. The inspector could feel a draft from the window, most pronounced near the base of the window at the time of observation.

Bedroom #125 – Resident #008 pointed out to the Inspector that there was a strong draft coming in around the base of their window, and urged the Inspector to take the temperature at the window sill. The resident was seated in their wheelchair, adjacent to the window, near the foot of their bed. Standing in front of the window, the inspector could feel the strong draft and confirmed this to the resident. The resident speculated that the window seals must require replacement. The temperature, at the outer edge of the window sill, was noted to be 16.4C. The baseboard heater, just below the sill, was slightly warm to the touch. The resident told the inspector that they sometimes smell something chemical like around their window. The inspector noted that the resident's window directly faces a parking spot in the parking lot. If a vehicle was to back in to the spot, the vehicle's exhaust pipe would be very close to the window. The inspector asked the resident if it could be exhaust fumes from vehicles that they smell. The resident felt this was a possible explanation.

Bedroom #126 - Resident #012 told the Inspector that they don't mind the room being cool, but that they couldn't speak for the three other residents that they share the room with. Resident #012 did however point out that in the winter, due to the cold draft that comes in from around the windows, it is too cold, even for them, to sit in either of the two comfortable easy chairs that are in front of the windows.

On April 9th, 2015, Inspector #133 conducted a debriefing with the Director of Nursing, the Quality Improvement Coordinator, and the Maintenance Manager following the temperature monitoring process. Inspector #133 shared their observations related to the window drafts, and also shared resident #007's, #008's and #012's comments related to the windows, with the assembled team. The Maintenance Manager acknowledged that they are aware that the window seals are problematic. [s. 15. (2) (c)]

Issued on this 14th day of April, 2015

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

Original report signed by the inspector.