



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
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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Jul 22, Aug 9, 2011; 2011_054133_0008; Complaint

Licensee/Titulaire de permis

THE GLEBE CENTRE INCORPORATED
950 BANK STREET, OTTAWA, ON, K1S-5G6

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

GLEBE CENTRE
950 BANK STREET, OTTAWA, ON, K1S-5G6

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.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Environmental Services Manager, 5 housekeeping services staff members, 1 laundry services staff member, 3 food service attendants, 1 Registered Nurse, 4 Registered Practical Nurses, one resident and two resident's visiting family members.

During the course of the inspection, the inspector(s) conducted a walk-through of resident home areas and various common areas of the home except for the 5th floor unit of the new building and reviewed documentation related to the housekeeping services program.

The following Inspection Protocols were used in part or in whole during this inspection:

Accommodation Services - Housekeeping

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Table with 2 columns: Definitions (English) and Définitions (French). Rows include WN, VPC, DR, CO, WAO.



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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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services
Specifically failed to comply with the following subsections:

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;
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and
(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 sayants :

1. The licensee has failed to comply with s. 15(2)a in that the licensee has failed to ensure that the home is kept clean.

In the hallways of the new building, within the residential units, lower walls are dirty to varying degrees with dried out visible matter, accumulated dust and debris. The lower portion of hallway doors are dirty to varying degrees with dried out visible matter. On the 2nd and 4th floor units, this issue is most pronounced in the area of the nurse station near the unit dining room, extending the length of the hallway to the area of resident's bedrooms. On the 1st, 3rd and 6th floor units, this issue extends throughout the unit. The inspector did not inspect the 5th floor unit of the new building.

In the new building, lower dining room walls were noted to be dirty to varying degrees with dried out visible matter as were lower walls within the television lounges at the entrance to each unit. This issue was most pronounced within the 1st, 3rd and 6th floor units. The inspector did not inspect the 5th floor unit of the new building.

In the Bronson Place building, on the BP2 unit, lower dining room walls were noted to be dirty to varying degrees with dried out visible matter as were lower hallways walls leading to the dining room. In the activity room, inside of the microwave and the refrigerator was noted to be dirty with dried out visible matter. The lower walls around the activity room were dirty, to varying degrees, with dried out visible matter.

In the Bronson Place building, on the BP1 unit, lower dining room walls were noted to be dirty, to varying degrees, with dried out visible matter as was the wooden barrier in front of the steam wells in the servery. Lower walls and lower doors in hallways throughout the BP1 unit were noted to be dirty, to varying degrees, with dried out visible matter. Lower walls within the entrance of the lounge were also noted to be dirty, to varying degrees, with dried out visible matter.

Issued on this 10th day of August, 2011



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

Jessica Lapensée