



**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**

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		<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection	
March 28 and 29, 2011	2011_117_1160_28Mar113212	Complaint Log # O-000462	
Licensee/Titulaire			
Caressant Care Nursing and Retirement Homes Limited 264 Norwich Avenue Woodstock, ON N4S 3V9 Fax: 519-539-9601			
Long-Term Care Home/Foyer de soins de longue durée			
Caressant Care Bourget 2279 Laval Street PO. Box 99 Bourget, ON K0J 1E0			
Name of Inspector(s)/Nom de l'inspecteur(s)			
Lyne Duchesne #117			
Inspection Summary/Sommaire d'inspection			



The purpose of this inspection was to conduct a complaint inspection regarding the care and services provided to an identified resident as well as housekeeping and maintenance services.

During the course of the inspection, the inspector spoke with the home's the Administrator, Director of Care, the Caressant Care corporate nursing consultant, to a Registered Practical Nurse, to five Personal Support Workers, to the maintenance manager and to the identified resident.

During the course of the inspection, the inspector reviewed the identified resident's health care record, examined a resident room and observed a dining room.

The following Inspection Protocol was used during this inspection:

- Accommodation Services – Maintenance
- Accommodation Services – Housekeeping
- Falls Prevention
- Nutrition and Hydration

Findings of Non-Compliance were found during this inspection.

1 WN

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.)

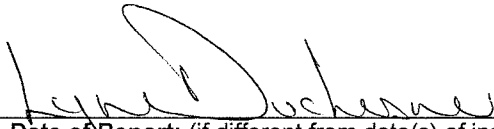
Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

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.

WN #1: The Licensee has failed to comply with the O.Reg. 79/10, s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system, (b) is complied with.



- The Ontario Regulations 79/10 made under the Long-Term Care Homes Act, 2007, requires that the licensee have an organized program of maintenance services (O.Reg. s.90 (1) (a) (b)).
- A resident who suffers from impaired mobility is identified as being at high risk for falls.
- In February 2011, the identified resident fell against the wall in his/her bathroom. An 8-10 inch long crack and depression in the wall of the bathroom was created by the fall impact.
- The unit's Registered Practical Nurse was aware of the crack and depression in the wall. She states that she verbally notified the home's maintenance manager of the break in the wall structure but did not document the crack and depression in the home's maintenance repair log book for it to be repaired. The maintenance manager states that he does not recall having been informed of the wall damage.
- On March 28 2011, the crack and depression in the wall of the identified resident's bathroom was still present and not repaired. It is also noted that the caulking around the base of the toilet is discoloured, stained and cracked at several places.
- The home's maintenance repair log book was reviewed on March 29 2011. There is no entry in the repair log book regarding the crack and depression neither in the bathroom wall nor of the cracked and discoloured caulking around the base of the toilet in the identified resident's bathroom.
- Registered Practical Nurse and three Personal Support Workers interviewed state that when they see and identify maintenance issues these are to be logged into the home's maintenance repair log book. They are also verbally reported to the home's maintenance manager for repairs as per the home's policies and procedures.
- The bathroom wall and toilet caulking were repaired on March 29 2011, after the maintenance issues were brought to the attention of the home's Director of Care and Corporate Nursing Consultant by MOHLTC Inspector.

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). April 4, 2011	