



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Aug 27, 2018	2018_448155_0005	001151-18	Critical Incident System

Licensee/Titulaire de permis

Caressant-Care Nursing and Retirement Homes Limited
264 Norwich Avenue WOODSTOCK ON N4S 3V9

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

Caressant Care Fergus Nursing Home
450 Queen Street East FERGUS ON N1M 2Y7

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

SHARON PERRY (155)

Inspection Summary/Résumé de l'inspection



The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): March 7-9, 12-15, 19-13, 26-29, April 3-6, 9-10 and 13, 2018.

The following inspections were conducted concurrently during this Critical Incident Inspection:

- Log #004799-18 Follow up to an immediate compliance order related to Director of Nursing qualifications;**
- Log #002325-18 / Critical Incident System (CIS) related to alleged staff to resident abuse**
- Log #004608-18 and Log #004889-18 Complaints regarding alleged staff to resident abuse;**
- Log 004224-18 Complaint regarding staffing, care and alleged staff to resident abuse;**
- Log 004504-18 Other inspection-follow up to Director's order #003 issued on October 4, 2017; and**
- Log 004446-18 Other inspection related to Personal Support Worker qualifications.**

PLEASE NOTE: A Written Notification and Compliance Order related to LTCHA, 2007, c.8, s. 23.(1), identified in this inspection and has been issued in Inspection Report 2018_508137_0008, dated August 24, 2018, which was conducted concurrently with this inspection.

During the course of the inspection, the inspector(s) spoke with the Executive Director.

The inspector also toured the home; reviewed Risk Management reports, resident's clinical records and the home's copy of the Critical Incident System report; observed staff-resident interactions and observed the general maintenance and cleanliness of the home.

**The following Inspection Protocols were used during this inspection:
Prevention of Abuse, Neglect and Retaliation**

During the course of this inspection, Non-Compliances were not issued.

0 WN(s)
0 VPC(s)
0 CO(s)
0 DR(s)
0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé 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.



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Issued on this 27th day of August, 2018

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

Original report signed by the inspector.