

Health System Accountability and Performance
Division
Performance Improvement and Compliance Branch
**Division de la responsabilisation et de la
performance du système de santé**
**Direction de l'amélioration de la performance et de la
conformité**
London Service Area Office
291 King Street, 4th Floor
LONDON, ON, N6B-1R8
Telephone: (519) 675-7680
Facsimile: (519) 675-7685
Bureau régional de services de London
291, rue King, 4^{ème} étage
LONDON, ON, N6B-1R8
Téléphone: (519) 675-7680
Télécopieur: (519) 675-7685
Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Aug 29, Sep 6, 2012	2012_092203_0036	Complaint

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
CARMEN PRIESTER (203)
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 Director of care, the Resident Care Coordinator, Registered Staff, the RAI Coordinator, Personal Support workers and residents.
During the course of the inspection, the inspector(s) reviewed clinical records, reviewed minutes of meetings, observed resident care, observed the lunch meal, interviewed residents, and reviewed policies and procedures.
The following Inspection Protocols were used during this inspection:
Dignity, Choice and Privacy
Pain
There are no findings of Non-Compliance as a result of this inspection.
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.

Issued on this 6th day of September, 2012

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

