



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**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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**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Oct 8, 2013	2013_178102_0015	000145-13	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 LINDSAY NURSING HOME  
240 MARY STREET WEST, LINDSAY, ON, K9V-5K5

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

WENDY BERRY (102)

**Inspection Summary/Résumé de l'inspection**



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

**This inspection was conducted on the following date(s): March 20, 22 and April 04, 2013.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Environmental Supervisor, a Caressant Care corporate Environmental Services Consultant, a maintenance person, several LTC home staff, several residents and visitors.**

**During the course of the inspection, the inspector(s) reviewed documentation related to maintenance reporting, pest control, bath tubs, records of contractors' visits, Resident Council meeting minutes; toured the A, B and C wings of the home; checked water temperatures in tub and shower rooms; checked labelling of residents' clothes.**

**The following Inspection Protocols were used during this inspection:**

**Accommodation Services - Laundry**

**Accommodation Services - Maintenance**

**Infection Prevention and Control**

**Safe and Secure Home**

**Findings of Non-Compliance were found during this inspection.**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<b>Legend</b>	<b>Legendé</b>
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 13. Every licensee of a long-term care home shall ensure that every resident bedroom occupied by more than one resident has sufficient privacy curtains to provide privacy. O. Reg. 79/10, s. 13.**

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**Findings/Faits saillants :**

1. Sufficient privacy curtains were not provided at each of the 2 residents' beds in an identified room in the A wing. [s. 13.]

***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 to ensure that all bedrooms occupied by more than one resident are provided with sufficient privacy curtains to provide privacy to each resident of the room, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services**



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**Specifically failed to comply with the following:**

**s. 90. (1) As part of the organized program of maintenance services under clause 15 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,**

**(b) there are schedules and procedures in place for routine, preventive and remedial maintenance. O. Reg. 79/10, s. 90 (1).**

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,**

**(a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum; O. Reg. 79/10, s. 90 (2).**

**s. 90. (3) The licensee shall ensure that the home's mechanical ventilation systems are functioning at all times except when the home is operating on power from an emergency generator. O. Reg. 79/10, s. 90 (3).**

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**Findings/Faits saillants :**

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1. Schedules and procedures are not in place for routine, preventative and remedial maintenance of the Arjo hydrosound bath tubs. A maintenance service contract was in place for the bath tubs; however, the contract was discontinued in October 2012. Tub is repaired as malfunctions occur. Delays in repairing the tubs have been occurring; for example: the hydrosound tub on one resident home area (C wing) was out of service for approximately 2 months. [s. 90. (1) (b)]

2. The home's procedures for routine and remedial maintenance were not being followed: items reported in the maintenance book were not being responded to as per the "Maintenance Requisition Procedure". At the time of inspection on March 22, 2013, it was confirmed that a number of reported maintenance issues, which included several resident-staff communication and response system malfunctions, had not been repaired or responded to. [s. 90. (1) (b)]

3. Procedures are not in place for routine, preventative and remedial maintenance of shower rooms: the 2nd floor (C Wing) resident home area shower was reported to have been the source of water leaking into a lower floor (B Wing) shower room's ceiling and light fixture resulting in a non functional light and a damaged ceiling surface. [s. 90. (1) (b)]

4. Arjo hydrosound bath tubs are not being maintained as per manufacturers' specifications that are set out in the "Operating and Product Care Instructions", "Preventative Maintenance Schedule. Procedures related to the maintenance of the tubs have not been developed and implemented to ensure that bath tubs are kept in good repair.

Procedures have not been implemented to ensure that shower rooms are kept in good repair. [s. 90. (2) (a)]

5. The mechanical exhaust ventilation system was not functioning in the b and c wing tub and shower rooms on March 22, 2013. Procedures have not been implemented to ensure that the mechanical ventilation system is operational at all times. [s. 90. (3)]



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***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 to ensure that schedules and procedures are developed and implemented for routine, preventative and remedial maintenance of the home and its equipment. The equipment, which includes bath tubs, is to be maintained as per manufacturers' specifications, to be implemented voluntarily.***

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Issued on this 8th day of October, 2013

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