

**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**

 Division de la responsabilisation et de la performance du  
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 Licensee Copy/Copie du Titulaire     Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
April 27, 28, 2011	2011_193_9510_27Apr112716	Complaint, T-392, 767

**Licensee/Titulaire**

Toronto Long-Term Care Homes and Services, 55 John Street, Metro Hall, 11th Floor, Toronto, ON, M5V 3C6

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

Castleview Wichwood Towers, 351 Christie Street, Toronto, ON, M6G 3C3

**Name of Inspector/Nom de l'inspecteur**

Monica Klein #193

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a complaint inspection related to resident care.

During the course of the inspection, the inspector spoke with: residents, direct care staff, Nurse Manger.

During the course of the inspection, the inspector: reviewed health record and complaints binder.

The following Inspection Protocol was used during this inspection:

Dignity, choice and privacy

Findings of Non-Compliance were found during this inspection. The following action was taken:

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.

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-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.)

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 6 (1) (c) and (4) (a) of the LTCHA s.o. 2007, c. 8.  
 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,  
 (c) clear directions to staff and others who provide direct care to the resident.  
 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,  
 (a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other.

**Findings:**

- The plan of care for an identified resident provides staff with conflicting information regarding resident's care. The information was confirmed by the resident and the direct care staff.

Inspector ID #: 193

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).

MAY 10, 2011