



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

**Rapport d'inspection  
prévues 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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Licensee Copy/Copie du Titulaire       Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> January 19, 20, 2011	<b>Inspection No/ d'inspection</b> 2011_125_9510_19Jan113113 2011_125_9510_20Jan110253	<b>Type of Inspection/Genre d'inspection</b> Log # 2223 Log #1601
<b>Licensee/Titulaire</b> Toronto Long-Term Care Homes and Services, 55 John Street, Toronto, ON M5V 3C6		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Castleview Wychwood Towers, 351 Christie Street, Toronto, ON M6G 3C3		
<b>Name of Inspector/Nom de l'inspecteur</b> Marsha Hardwick # 125		
<b>Inspection Summary/Sommaire d'inspection</b>		

The purpose of this inspection was to conduct a follow-up to two CIS reports regarding alleged staff to resident abuse.

During the course of the inspection, the inspector spoke with:

- Administrator
- Director of Care
- Head Nurse
- Registered staff
- Housekeeping Staff
- Unit Clerk
- Personal Care Aides

During the course of the inspection, the inspector:

- Reviewed an identified resident's health record
- Inspected shower rooms,
- Reviewed Policies

The following Inspection Protocols were used in part or in whole during this inspection: Prevention of Abuse and Neglect Inspection Protocol

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.

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 *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.24 (1) 2.

24. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or risk of harm to the resident.

**Findings:**

- The licensee did not immediately report to the Director two critical incidents regarding staff to resident abuse.

**Inspector ID #:** 125

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:**

*August 4 2011 Mark Hardwick*  
Date of Report: (if different from date(s) of inspection).