Ontario

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

Rapport d'inspection prévue 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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
January 24, 2011	2011_125_9510_24Jan100842	CIS Follow-up Log # T-061

Licensee/Titulaire
Toronto Long-Term Care Homes and Services, 55 John Street, Toronto, ON M5V 3C6

Long-Term Care Home/Foyer de soins de longue durée
Castleview Wychwood Towers, 351 Christie Street, Toronto, ON M6G 3C3

Name of Inspector/Nom de l'inspecteur

Marsha Hardwick # 125

Inspection Summary/Sommaire d'inspection

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
- Personal Care Aides
- Registered staff

During the course of the inspection, the inspector:

- Review of Resident's health record
- Inspected Resident's room
- Reviewed Policies: Residents' Bill of Rights; Zero Tolerance for Abuse and Neglect; Resident Abuse and Neglect: Investigation and Reporting & Education and Awareness on Prevention of Resident Abuse.

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:

[2] WN
[2] VPC

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 a critical incident regarding abuse.**

Inspector ID #:	125

VPC - Pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.24 (1) 2. The licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that abuse by anyone shall immediately be reported to the Director.

WN #2: The Licensee has failed to comply with the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.23 (1) (a) (i).
23. (1) Every licensee of a long-term care home shall ensure that,
(a) every alleged, suspected or witnessed incident of the following that the licensee knows of, or that is reported to the licensee, is immediately investigated:
(i) abuse of a resident by anyone.

Findings:
The licensee did not immediately investigate abuse.

Inspector ID #:	125

VPC - Pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.23 (1) (a) (i). The licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that every incident of abuse is immediately investigated.

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).