



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

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Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 19, 2013	2013_250511_0005	H-000728- 13, H- 000729-13	Complaint

Licensee/Titulaire de permis

DELCARE LTC INC.
4800 DUFFERIN STREET, TORONTO, ON, M3H-5S9

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

CAWTHRA GARDENS LIMITED PARTNERSHIP
590 Lolita Gardens, MISSISSAUGA, ON, L5A-4N8

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

ROBIN MACKIE (511), LISA VINK (168)

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): December 9, 10, 2013.

Two complaint inspections were conducted simultaneously.

During the course of the inspection, the inspector(s) spoke with the Administrator, Food Service Supervisor (FSS), Environmental Services Supervisor (ESS), Director of Care (DOC) housekeeping and dietary staff.

During the course of the inspection, the inspector(s) observed cleaning and condition of dining rooms, reviewed housekeeping and dietary policy and procedures, pest control agreements and home's records and logs.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping**

Findings of Non-Compliance were found during this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



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WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Findings/Faits saillants :

1. The licensee did not ensure the home and furnishings were kept clean and sanitary and maintained in a good state of repair.

On December 9, 2013, at 1400 and 1600 hours, three dining rooms were inspected.

A. It was noted that the majority of dining chairs on Willow Way were soiled and had evidence of dried, crusted debris and crumbs. Table pedestals had evidence of food debris, at the base, and one curtain was soiled. One table, that had been set for the next meal, had soiled linen and crumbs on the table. The fridge had evidence of a brown matter on the right exterior side.

B. Birch Trail and Pine Ridge dining units had chairs that contained food debris at the back of the metal bracket that holds the seat pan to the back rest and along the cushions.

C. Wooden surfaces of dining chairs and tables in Birch Trail were worn with an uneven finish making the areas difficult to effectively clean. Wall surfaces where the dish carts were stored, near the call bell pull station, were splattered with dried liquids.

Interview with the ESS and the FSS confirmed the expectation that chairs and tables were to be cleaned after each meal service. [s. 15. (2) (a)]



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Issued on this 19th day of December, 2013

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

R Mackie - LVink