



**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

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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

Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
March 2, 2011	2011_134_2886_02Mar094441	Complaint- Log # O-002659
<b>Licensee/Titulaire</b>		
Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga, ON, L5R 4B2, Phone: 289-360-1200 and fax: 289-360-1201		
<b>Long-Term Care Home/Foyer de soins de longue durée</b>		
Centre de Soins de Longue Durée Montfort, 705, Chemin Montréal, Ottawa, ON, K1K 0T1 fax # 613 746-4238		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b>		
Colette Asselin, # 134		

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a complaint inspection related to care, services and housekeeping.

During the course of the inspection, the inspector spoke to the Director of Nursing, the Registered Practical Nurse in charge of the unit on day shift, a maintenance staff member, the Resident and Family Service Coordinator, the Documentation Manager, a few family members and residents.

During the course of the inspection, the inspector reviewed a few health records, reviewed the Medical Directives and visited several residents' bedrooms, bathrooms and other residents' communal areas.

The following Inspection Protocols were used during this inspection:

- Personal Support Services
- Accommodation Housekeeping

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 LTCHA, 2007, SO. 2007, c 8, 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;

**Findings:**

1. On March 2, 2011, the unlocked public washroom # E1-16, used by residents and visitors in the main core of L'allée des tulippes, across from the nursing station, was observed to be unclean at 900h and 1100h. Bloody mucus was observed on the floor and in the sink, the floor was observed to be unswept. At 1300h, the toilet seat was observed to be soiled with stools.
2. Throughout the inspection, white fluff debris was observed on the carpets in residents' bedrooms, nursing station, hallways and in documentation room.
3. Dark large stains were observed on carpets across bedroom 1206 and down the same hallway.
4. Floors in residents' bathrooms, residents' bedrooms, café lounge and public washroom, were observed to be dirty.
5. Miniature aunts were observed in café lounge, in several residents' rooms and in one resident's bathroom.

**Inspector ID #:** 134

**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 by taking immediate action to control the aunts in the residents' room and in the commune areas of the home and to implement a housekeeping routine to keep the "public" washroom, the carpeting and the flooring clean and sanitary, to be implemented voluntarily.

**WN #2:** The Licensee has failed to comply with O. Reg. 79/10 s. 81

Every licensee of a long-term care home shall ensure that no medical directive or order is used with respect to a resident unless it is individualized to the resident's condition and needs.



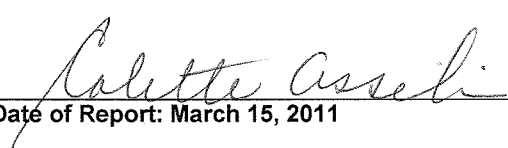
**Findings:**

1. The home has medical directives for all residents, which have been reviewed and signed by the Medical Director, January 11, 2011.
2. Robitussin DM is indicated on the Medical Directives to be administered as follows: 10mls every 6 hours by mouth as needed x 4 days. (Not to be administered to residents diagnosed with COPD, asthma or diabetes).
3. Koffex is now the stock medication supplied by the Ontario Government Pharmacy to be administered instead of Robitussin. The Medical Directives were not amended to reflect the change from Robitussin DM to Koffex.
4. One identified resident with a chronic respiratory diagnosis has been administered Koffex for coughing spells since October 2010.

**Inspector ID #:** 134

**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 by ensuring all medical directive used with respect to a resident is individualized to the resident's condition and needs, to be implemented voluntarily.

<p>Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné</p>	<p>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.</p> 
<p>Title: _____ Date: _____</p>	<p>Date of Report: March 15, 2011</p>