

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
May 25, 2020	2020_536745_0009	003891-20	Complaint

Licensee/Titulaire de permisChartwell Master Care LP
7070 Derry Crest Drive MISSISSAUGA ON L5W 0G5**Long-Term Care Home/Foyer de soins de longue durée**Chartwell Parkhill Long Term Care Residence
250 Tain Street P.O. Box 129 PARKHILL ON N0M 2K0**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CHERYL MCFADDEN (745)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): March 9, 10, 11 and 12, 2020.

The purpose of this inspection was to inspect Log# 003891-20, related to maintenance concerns, staffing concerns, continence concerns and dining-room concerns.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the Maintenance Aid, Unit Clerk, Registered Practical Nurses (RPN), and Personal Support Workers (PSW).

The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance
Dining Observation
Sufficient Staffing

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

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>Légende</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>

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 :

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1. The licensee has failed to ensure that the home, furnishings and equipment were maintained in a safe condition and in a good state of repair.

The Ministry of Long-Term Care received a complaint related to maintenance concerns in the home.

Review of the Chartwell Policy titled “General Maintenance” “Preventative Maintenance & Schedules/Calendar” last revised on a specified date documented the following:

-“Chartwell requires the chattels and equipment, structure and property to be maintained in safe operating condition for all persons and to maintain the value of the property”.

Observations by inspector #745 during the inspection identified peeling paint and plaster and missing ceiling tiles and exposed pipes on one specified home area. Holes in the walls and peeling paint where the old handrails had been removed on another specified home area. Large areas of missing paint, with exposed plaster below the window sill in an identified residents room.

During an interview with Maintenance Aid #100, they stated they were responsible to complete home repairs and maintenance in the home. They stated that things in a good state of repair means they were operating properly, safely, and damage should have been repaired. During a tour of the home with inspector #745, Maintenance Aid #100 stated the peeling paint and plaster and the missing ceiling tiles on an identified home area, the holes and missing paint near the new hand rails on another identified home area and the areas under the window sill missing paint and plaster in an identified residents room were not in a good state of repair.

During an interview with Administrator #101 they stated the maintenance lead and maintenance aid were responsible for ensuring that areas of disrepair were addressed. They confirmed that there was an action plan with strategies to address areas of disrepair. During a tour of the home with inspector #745, Administrator #101 stated the peeling paint and plaster and the missing ceiling tiles on an identified home area, the holes and missing paint near the new hand rails on another identified home area and the areas under the window sill missing paint and plaster in an identified residents room were not in a good state of repair.

The licensee has failed to ensure that the home was maintained in a good state of repair.
S. 15 (2) (c) [s. 15. (2) (c)]

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 to ensure the home, furnishings and equipment are maintained in a good state of repair, to be implemented voluntarily.

Issued on this 26th day of May, 2020

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

Original report signed by the inspector.