



**Ministry of Health and
Long-Term Care**

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

**Ministère de la Santé et des
Soins de longue durée**

**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**

**Division de la responsabilisation et de la
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Direction de l'amélioration de la
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jan 19, 2015	2015_183135_0002	010169-14	Complaint

Licensee/Titulaire de permis

Chartwell Master Care LP
100 Milverton Drive Suite 700 MISSISSAUGA ON L5R 4H1

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

CHATEAU GARDENS LONDON LONG TERM CARE CENTRE
2000 Blackwater Road LONDON ON N5X 4K6

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

BONNIE MACDONALD (135)

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): January 14, 2015.

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Environmental Services Manager, 2 Registered Practical Nurses, Cook, Laundry Aide and 2 Residents.

During the course of the inspection, the inspector reviewed Facilities Temperature Records and policies and procedures for Environmental Services. Observed resident care and services provided in resident home areas.

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

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

2 WN(s)

2 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>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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records

Specifically failed to comply with the following:

s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).

(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :

1. The Licensee failed to ensure that any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place was complied with when the following occurred:

The Home's Hot Water Temperature Control policy NPMM-B-07 October 2014, states:

- The Hot Water Temperature record will be monitored and signed as reviewed by the Environmental Services Manager/Designate Manager weekly.
- Environmental Services Manager will document all corrective actions in maintenance log.

The home's Water Temperature Record form states the acceptable water temperature for home areas is 40C-49C.

Record Review of Water Temperatures Records in a home area from September 1, 2014, to January 12, 2015, revealed that 105 (29.3%) of the temperatures taken in various locations i.e. Spas and resident rooms were noted to be outside the acceptable water temperature range of 40C-49C.

Resident room #1-September 23, 2014-32.5C
Resident room #2-September 30, 2014-32.4C
Resident room #3-October 5, 2014-32.9C
Resident room #4-October 23, 2014-30.5C
Resident room #5-November 2, 2014-33C
Resident room #6-December 27, 2014-34.8C
Resident room #7-January 6, 2015-33.9C

In an interview the Environmental Services Manager confirmed there have been ongoing problems with the hot water temperatures in the building and the weekly Water Temperature Records had not been signed off as reviewed by the Environmental Service Manager, nor was corrective action documented as part of the maintenance log.

During an interview the Administrator confirmed her expectation that the home's Hot Water Temperature Control policy is complied with to ensure hot water temperatures are monitored weekly and corrective action taken to correct any problems. [s. 8. (1) (b)]



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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 ensuring that the home's Hot Water Temperature Control policy is complied with related to the monitoring of hot water temperatures weekly to ensure corrective action is taken to correct any identified problems, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services

Specifically failed to comply with the following:

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius; O. Reg. 79/10, s. 90 (2).**

Findings/Faits saillants :



1. The Licensee failed to ensure that procedures were implemented to ensure that the hot water temperature serving all bathtubs and showers in the Spas areas were maintained at a temperature of at least 40 degrees Celsius when the following occurred:

Record review of home area Spa temperatures revealed water temperatures were not maintained at 40C, 45.4% of the time from June 1, 2014 to January 12, 2015 as follows:

Spa A:

June 9, 2014, 11-7 shift-temperature was 38.9C
July 9, 2014, 11-7 shift-temperature was 39.4C
August 9, 2014, 11-7 shift-temperature was 38.5C
September 9, 2014, 11-7 shift-temperature was 38.6C
October 9, 2014, 11-7 shift-temperature was 33.4C
November 1, 2014, 3-11 shift-temperature was 38.7
January 9, 2015, 11-7 shift-temperature was 34 C

Spa B:

June 13, 2014, 11-7 shift-temperature was 39.7C
October 13, 2014, 11-7 shift-temperature was 35.6C
January 12, 2014, 7-3 shift- temperature was 32.1 C

January 13, 2014, Inspector probed the temperature in the Spa A shower at 36.7C.

In an interview the Registered Staff member confirmed that there had been "ongoing variances in the water temperatures."

During an interview the Environmental Services Manager confirmed his expectation that procedures are implemented to ensure that the hot water temperature serving all bathtubs and showers used by residents are maintained at a temperature of at least 40 degrees Celsius. [s. 90. (2) (i)]



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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 ensuring that procedures are implemented to ensure that the hot water temperature serving all bathtubs and showers in the Spa areas are maintained at a temperature of at least 40 degrees Celsius, to be implemented voluntarily.

Issued on this 19th day of January, 2015

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

Original report signed by the inspector.