



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

Division de la responsabilisation et de la performance du
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Direction de l'amélioration de la performance et de la
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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date of inspection/Date de l'inspection May 17, 2011	Inspection No/ d'inspection 2011_105_2919_17May091812	Type of Inspection/Genre d'inspection L-000494 Critical Incident
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Licensee/Titulaire
Chartwell Master Care LP 100 Milverton Dr. Suite 700 Mississauga ON L5R 4H1

Long-Term Care Home/Foyer de soins de longue durée
Chateau Gardens London LTC Centre 2000 Blackwater Rd. London ON N5X4K6

Name of Inspector/Nom de l'inspecteur
June Osborn #105

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection related to resident care.

During the course of the inspection, the inspector spoke with 1 personal support worker, 1, registered nurse, the director of care, and the administrator.

During the course of the inspection, the inspector reviewed the medical record and plan of care, observed the resident and availability of care supplies, and conducted interviews.

The following Inspection Protocols were used during this inspection: Continence Care and Bowel Management and Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection. The following action was taken:
2 WN

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 O. Reg. 79/10, s. 104(1)2(ii)
In making a report to the Director under subsection 23 (2) of the Act, the licensee shall include the following material in writing with respect to the alleged, suspected or witnessed incident of abuse of a resident by anyone or neglect of a resident by the licensee or staff that led to the report:
2. A description of the individuals involved in the incident, including,
ii) names of any staff members or other persons who were present at or discovered the incident, and

Findings:

1. The name of the staff members involved were not on the report of the investigation.

Inspector ID #: 105

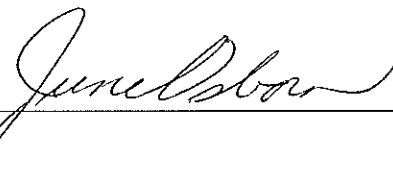
WN #2: The Licensee has failed to comply with O. Reg. s.104(2)
Subject to subsection (3), the licensee shall make the report within 10 days of becoming aware of the alleged, suspected or witnessed incident, or at an earlier date if required by the Director.

Findings:

1. The report of the investigation was due April 3, 2011 and was submitted as amended April 5, 2011.

Inspector ID #: 105



<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: May 20, 2011</p>