



**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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Date of inspection/Date de l'inspection May 17, 2011	Inspection No/ d'inspection 2011_105_2919_17May122354	Type of Inspection/Genre d'inspection L-000662 Critical Incident
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		
<p>The purpose of this inspection was to conduct a critical incident inspection related to resident care.</p> <p>During the course of the inspection, the inspector spoke with 1 personal support worker, the resident, the director of care, and the administrator.</p> <p>During the course of the inspection, the inspector conducted interviews, reviewed the medical record and plan of care, and the critical incident report.</p> <p>The following Inspection Protocols were used during this inspection: Dignity, Choice and Privacy, Continence Care and Bowel Management.</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p>2 WN 2 VPC</p>		

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 LTCHA 2007, S. O. 2007, c. 8, s.3(1)1
Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Findings:

1. The licensee failed to ensure resident rights were fully respected and promoted.


Inspector ID #: 105

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 with s. 3(1)1 to be implemented voluntarily.



<p>WN #2: The Licensee has failed to comply with O. Reg. 79/10, 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.</p>	
<p>Findings: 1. The Mandatory report was submitted April 25, 2011. The report of the investigation was due May 5, 2011 and was not submitted until May 17, 2011.</p>	
Inspector ID #:	105
<p>Additional Required Actions: VPC - pursuant to the <i>Long-Term Care Homes Act, 2007</i>, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with 104(2), to be implemented voluntarily.</p>	

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		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.	
Title: _____ Date: _____		 Date of Report: May 20, 2011	