



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

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

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

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Health System Accountability and  
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Performance Improvement and  
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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**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
May 31, 2013	2013_183135_0018	L-000309-13	Critical Incident System

**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 Critical Incident System inspection.

This inspection was conducted on the following date(s): May 29, 2013.

During the course of the inspection, the inspector(s) spoke with Administrator, Assistant Director of Care, Dietary Consultant, Registered Practical Nurse, 3 Personal Support Workers, 2 Personal Support Worker Students and Resident.

During the course of the inspection, the inspector(s) reviewed critical incident, related internal investigations, resident clinical records, policies and procedures for prevention of abuse and neglect, infection control practices and related staff training. Observations of residents were conducted in resident's dining and home areas.

The following Inspection Protocols were used during this inspection:

Critical Incident Response

Infection Prevention and Control

Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection.

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**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

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Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Legendé

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités

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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 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.

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 229. Infection prevention and control program**

**Specifically failed to comply with the following:**

**s. 229. (4) The licensee shall ensure that all staff participate in the implementation of the program. O. Reg. 79/10, s. 229 (4).**

**Findings/Faits saillants :**

1. During lunch May 29, 2013, in home dining room, staff member was observed rubbing their fingers under their nose, brushing hair from their face and placing their fingers inside special feeding glasses while serving residents, without evidence of hand washing/hand hygiene.

Administrator confirmed her expectation that staff participate in the implementation of the infection prevention and control program when serving residents meals and snacks. [s. 229. (4)]



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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 staff participate in the implementation of the infection prevention and control program when serving residents food and fluids, to be implemented voluntarily.***

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Issued on this 31st day of May, 2013

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

*Bonnie MacLennan*