



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

**Rapport d'inspection
prévues 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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Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
September 23 2010	2010_166_2503_30Sep16554	Log# O-001451 Complaint

Licensee/Titulaire
Craiglee Nursing Home Limited,
c/o Deloitte and Touche Inc., Fax 416 601-6690
181 Bay Street
Brookfield Place, Suite 1400
Toronto ON
M5J 2V1

Long-Term Care Home/Foyer de soins de longue durée
Craiglee Nursing Home Fax 416 264-2190
2 Craiglee Drive
Scarborough, ON M1N 2M7

Name of Inspector(s)/Nom de l'inspecteur(s)
Caroline Tompkins #166

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to providing oral hygiene to a dependant resident and communicating treatment issues with the Power of Attorney.

During the course of the inspection, the inspector spoke with: the administrator, one registered nursing staff, two personal support workers, the resident's Power of Attorney.

During the course of the inspection, the inspector: Reviewed the resident's clinical records and observed the resident.

The following Inspection Protocol was used during this inspection: Personal Support Services

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, Section 34(1) Every licensee of a long-term care home shall ensure that each resident of the home receives oral care to maintain the integrity of the oral tissue that includes,
(a) mouth care in the morning and the evening, including the cleaning of dentures;
(b) physical assistance or cuing to help a resident who cannot, for any reason, brush his or her own teeth;

Findings:

1. Observation and examination of the resident's teeth, gums and tongue on the day of the inspection identified that the resident's lips in the corners and on the inside of the lips were flaked with dried skin and food .The resident's tongue and teeth were coated with food debris.
2. The plan of care identified that all activities of daily living provided to the resident must be carried out by the nursing staff as the resident is not capable of requesting or directing his care needs.

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WN #2 : The Licensee has failed to comply with LTCHA, 2007, S.O. 2007,c.8,s.3(1) Every licensee of a long-term care home shall ensure that the following rights to a resident are fully respected and promoted:
11. Every resident has a right to,
i. participate fully in the development, implementation, review and revision of his or her plan of care,

Findings

1. During an interview with resident's Power of Attorney, she advised that she had not been informed that equipment used for a specific medical treatment had been discontinued. She was not made aware of its removal until the resident was treated and admitted to the hospital. She was informed by the hospital staff that the equipment was no longer in place.

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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: (if different from date(s) of inspection).

November 16 2010