



**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
performance du système de santé
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 12, 2015	2015_396103_0004	O-000790-14	Critical Incident System

Licensee/Titulaire de permis

CROWN RIDGE HEALTH CARE SERVICES INC
106 CROWN STREET TRENTON ON K8V 6R3

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

CROWN RIDGE PLACE
106 CROWN STREET TRENTON ON K8V 6R3

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

DARLENE MURPHY (103)

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): January 7-9, 2015

During the course of the inspection, the inspector(s) spoke with Personal support workers, Registered Nurses, the Physiotherapist and the Acting Administrator.

**The following Inspection Protocols were used during this inspection:
Personal Support Services**

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

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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. 36. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents. O. Reg. 79/10, s. 36.

Findings/Faits saillants :



1. The licensee has failed to comply with O. Regs 79/10 s. 36 whereby staff failed to use a safe transferring technique when assisting a resident.

On an identified date, S#103 transported Resident #1 to the dining room in a wheelchair without foot pedals and instructed the resident to hold their feet off the ground. During the transfer, Resident #1 unexpectedly put both feet on the floor and was later diagnosed with an injury.

Resident #1's care plan, in place at the time of the incident, was reviewed:

Under "Orientation/Recall", the care plan states, easily distracted, difficulty paying attention, gets side tracked.

Under "Memory", the care plan states, "short term memory impairment, does not recall after 5 minutes" and

Under "Decision Making" indicates severely impaired/poor judgment.

S#100, #101 and #102 were interviewed and all confirmed Resident #1's behaviours were unpredictable.

The Acting Administrator stated that following the incident, a memo was circulated advising staff that both foot pedals are required on a wheelchair when staff is transporting residents. Additionally, the home developed a policy, "Wheelchair Safety and Maintenance", NPPM: 4.15 to promote the safe use and operation of all wheelchairs used in the home. [s. 36.]

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 to ensure all direct care staff utilize safe transfer techniques when assisting residents in wheelchairs, to be implemented voluntarily.



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Issued on this 12th day of January, 2015

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

Original report signed by the inspector.