



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 prévue le Loi de 2007 les foyers de soins de longue

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 performance et de la conformité

London Service Area Office
291 King Street, 4th Floor
LONDON, ON, N6B-1R8
Telephone: (519) 675-7680
Facsimile: (519) 675-7685

Bureau régional de services de London
291, rue King, 4ième étage
LONDON, ON, N6B-1R8
Téléphone: (519) 675-7680
Télécopieur: (519) 675-7685

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Jul 28, 29, 2011; 2011_067171_0007; Complaint

Licensee/Titulaire de permis

THE CORPORATION OF THE CITY OF LONDON
c/o Dearness Home for Senior Citizens, 710 Southdale Road East, LONDON, ON, N6E-1R8

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

DEARNESS HOME FOR SENIOR CITIZENS
710 SOUTHDALE ROAD EAST, LONDON, ON, N6E-1R8

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

ELISA WILSON (171)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the director of care, registered staff and health care aides.

During the course of the inspection, the inspector(s) observed dinner service on July 28, 2011 and breakfast service on July 29, 2011, reviewed the plans of care for selected residents, reviewed staffing patterns and job routines.

The following Inspection Protocols were used in part or in whole during this inspection:

Dining Observation

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Definitions

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

Définitions

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.)

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

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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care
Specifically failed to comply with the following subsections:**

- s. 6. (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,**
- (a) a goal in the plan is met;**
 - (b) the resident's care needs change or care set out in the plan is no longer necessary; or**
 - (c) care set out in the plan has not been effective. 2007, c. 8, s. 6 (10).**

Findings/Faits sayants :

1. The plan of care is not always reviewed and revised when care needs change. When an identified resident's needs changed regarding assistance at meal times the plan of care was not revised to reflect the new requirements. The Resident Assessment data recorded for this resident indicated a new requirement regarding assistance at meal times, however the summary care plan in the resident's chart, under the section Eating had not been updated to reflect this new requirement.

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 73. Dining and snack service
Specifically failed to comply with the following subsections:**

- s. 73. (2) The licensee shall ensure that,**
- (a) no person simultaneously assists more than two residents who need total assistance with eating or drinking; and**
 - (b) no resident who requires assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident. O. Reg. 79/10, s. 73 (2).**

Findings/Faits sayants :



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1. There were noted incidents at two different meals of staff assisting more than two residents requiring total assistance.
 - a) At the dinner meal on July 28, 2011 one staff person was assisting three residents who required total assistance with their meals.
 - b) At the breakfast meal service on July 29, 2011 one staff person was assisting three residents. Two residents required total assistance for the whole meal and one required extensive assistance including helping the resident to finish each course.
2. Some residents were served a meal before someone was available to assist them.
 - a) At the dinner meal on July 28, 2011 two residents were served their meals before staff were available to assist. One resident required total assistance and had the meal served 10 minutes before assistance was available and another resident, who required assistance to get started did not get assistance for 5 minutes after the meal was served.
 - b) At the breakfast meal on July 29, 2011, one resident was served hot cereal, however there was no assistance provided for 15 minutes after the food was served. This resident required extensive assistance according to the plan of care and appeared to require full assistance at the meals observed.
 - c) At the breakfast meal on July 29, 2011, one resident was served the main breakfast course before assistance was available. The food was served at 0850, a staff person came over and provided some verbal encouragement at 0856 and a staff person came to sit down to help at 0910. This resident's plan of care indicates extensive assistance is required and staff are to remain with resident during meals.

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 staff do not simultaneously assist more than two residents with meals and that meals are not served until someone is available to provide the assistance required by the resident, to be implemented voluntarily.

Issued on this 5th day of August, 2011

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

A handwritten signature in cursive script that reads "Elisa Wilson".