



**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

Hamilton Service Area Office
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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(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
May 17, 2011	2011-159120-0002	H-00752-11 – Critical Incident

Licensee/Titulaire
Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga ON L5R 4B2

Long-Term Care Home/Foyer de soins de longue durée
Dover Cliffs, 501 St. George St., Port Dover, ON, N0A 1N0

Name of LTC Homes Inspector(s)/Nom de l'inspecteur(s) de les foyer de soins de longue duree
Bernadette Susnik – Environmental Health #120

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Critical Incident Inspection.

During the course of the inspection, the inspector spoke with the Administrator, a resident and several personal care workers.

During the course of the inspection, the inspector reviewed staff personnel records, the home's investigative notes, abuse policies/procedures and the identified resident records.

The following Inspection Protocol was used during this inspection:

- *Prevention of Abuse, Neglect and Retaliation*

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
2 VPC

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'exigences 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 the LTCHA 2007, S.O. 2007, 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:

An interview was held with an identified resident regarding an incident that occurred in April 2011. The resident was able to recall the incident with detail. A written statement made by an employee was also reviewed as they were a witness to the incident. According to both the witness and the resident, two employees made inappropriate comments to the resident regarding the need for a specific health care device. One employee removed the device from the resident and told them that they couldn't use it. The action and statements made by the employees caused the resident to become very offended and angry and the employees were asked to leave the room. The resident said that they were not treated with respect and courtesy and that the employees did not respect their wishes.

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 that residents' rights are fully respected and promoted.

WN #2: *The licensee has failed to comply with the LTCHA, 2007, S.O. 2007, c.8, s. 6(10)(c). 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,*

(c) care set out in the plan has not been effective.

Findings:

An identified resident's plan of care has not been effective with respect to a specified personal care issue.

Certain interventions have not been included in the plan of care to guide employees with respect to ensuring that the resident complies with the home's policies and procedures.

An interview with the resident revealed that their non-compliance with the home's policies and procedures are



due to several physical limitations and they feel that if the staff were more accommodating, that they feel that they would be more likely to comply. Interventions with respect to the resident's identified needs could be incorporated into the plan of care to assist staff in ensuring that the resident is more compliant with the home's rules.

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 that care set out in the plan is effective.

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). <i>July 18/11</i>	