



**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  
prévus 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  
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<b>Date(s) of inspection/Date(s) de l'inspection</b>	<b>Inspection No/ No de l'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
Nov 23, 25, Dec 1, 2, 2011	2011_029134_0015	Other

**Licensee/Titulaire de permis**

DUNDAS MANOR LIMITED  
533 CLARENCE STREET, P.O. BOX 970, WINCHESTER, ON, K0C-2K0

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

DUNDAS MANOR NURSING HOME  
533 CLARENCE STREET, P.O. BOX 970, WINCHESTER, ON, K0C-2K0

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

COLETTE ASSELIN (134)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct an Other inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Office Manager, the Charge Nurse, the Activity Director, several Personal Support Workers (PSW), the President of the Resident's Council and several residents.

During the course of this inspection, the inspector conducted an SAO Inspector Initiated Inspection - log # O-002178-11.

During the course of the inspection, the inspector(s) conducted a walk-through of the residents' occupied home areas and common areas, reviewed the Home Profile Report, observed the lunchtime dining experience and reviewed one resident's health care record.

The following Inspection Protocols were used during this inspection:

Dining Observation

Residents' Council

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

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

<b>Legend</b>  WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b>  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. 85. Satisfaction survey**
**Specifically failed to comply with the following subsections:**
**s. 85. (3) The licensee shall seek the advice of the Residents' Council and the Family Council, if any, in developing and carrying out the survey, and in acting on its results. 2007, c. 8, s. 85. (3).**
**Findings/Faits saillants :**

1. The Licensee has failed to comply with section 85 (3) of the LTCHA, 2007, in that the Licensee did not seek the advice of the Residents' Council in developing and carrying out the satisfaction survey.

The President of the Resident's Council reported to the inspector that the Licensee has not been seeking the members' advice in developing and carrying out the satisfaction survey.

The Administrator indicated that the home has used the same generic satisfaction survey for years and has not been seeking the advice from the Resident's Council in developing and carrying out the satisfaction survey.

**Issued on this 7th day of December, 2011**
**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**