



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

**Rapport d'inspection  
prevue 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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**Ministère de la Santé et des Soins de  
longue durée**

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<b>Date(s) of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
November 18, 2010	2010-120-8521-18NOV180725	H-02766 Follow-up to October 29, 2009

**Licensee/Titulaire**

The Elliott, 170 Metcalfe Street, Guelph, ON N1E 4Y3

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

The Elliott Community, 170 Metcalfe Street, Guelph, ON N1E 4Y3

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

Bernadette Susnik, LTC Homes Inspector – Environmental Health #120

**Inspection Summary/Sommaire d'inspection**

The purpose of this visit was to conduct a follow-up inspection to previously issued non-compliance made under the Ministry of Health and Long-Term Care Homes Program Standards Manual related to unmet criterion;

- O3.1 (Housekeeping)

During the course of the inspection, the inspector spoke with the environmental services supervisor and infection control nurse. During the course of the inspection, the inspector inspected the common areas, resident washrooms, bedrooms, serveries and dining rooms.

The following Inspection Protocol was used during this inspection: *Accommodation Services – Housekeeping*

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

1 WN  
1 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, c.8, s.15(2)(a). Every licensee of a long-term care home shall ensure that,

(a) the home, furnishings and equipment are kept clean and sanitary.

**Findings:**

1. Accumulated matter noted under fixed equipment in both serveries, especially under the dishwashers.
2. The floor in the main kitchen is visibly soiled, with black residue build-up along the perimeter and in high traffic areas. The floor has not been deep cleaned in several weeks according to dietary staff. Routine mopping has not removed the build-up.
3. Exhaust grilles located in resident washrooms in the section devoted to interim beds on the 3rd floor are very thick with dust.
4. Three tub lift seats, located in Eramosa, Paisley and Wellington tub rooms, identified to have visible residue on the underside.
5. The carpeting is heavily stained in high traffic areas, such as the lounge, near the nursing stations and in sitting areas.

Previously issued as criterion O3.1 under the MOHLTC Homes Program Standards Manual.

**Additional Required Actions:**

**VPC** - pursuant to the *LTC 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 with s. 15(2)(a) in respect to ensuring that the home, furnishings and equipment are kept clean and sanitary, to be implemented voluntarily.

Signature of Licensee of Designated Representative  
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).

December 21/10