



**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
performance du système de santé
Direction de l'amélioration de la performance et de la
conformité

Hamilton Service Area Office
119 King Street West, 11th Floor
HAMILTON, ON, L8P-4Y7
Telephone: (905) 546-8294
Facsimile: (905) 546-8255

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ème} étage
HAMILTON, ON, L8P-4Y7
Téléphone: (905) 546-8294
Télécopieur: (905) 546-8255

Public Copy/Copie du public

| Date(s) of inspection/Date(s) de l'inspection | Inspection No/ No de l'inspection | Type of Inspection/Genre d'inspection |
|---|-----------------------------------|---------------------------------------|
| Oct 19, Nov 15, 19, 2012 | 2012_090172_0064 | Other |

Licensee/Titulaire de permis

THE ELLIOTT GROUP
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 ou des inspecteurs

JOAN WOODLEY (172)

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 Chief Executive Officer, the Director of Care, the Quality Improvement Coordinator, Director of Environmental Services, Director of Finances, Director of Dietary Services, the Associate Director of Care, 1 Registered Practical Nurse, 2 Personal Support Workers, and 1 Dietary Aide.

During the course of the inspection, the inspector(s) completed a walk through of the home, made observations, and reviewed relevant documents.

This inspection is a Service Area Office Initiated Inspection.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Admission Process

Dining Observation

Infection Prevention and Control

Residents' Council

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

| | |
|--|---|
| Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order | Legendé 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. 15. Accommodation services
Specifically failed to comply with the following subsections:

s. 15. (2) Every licensee of a long-term care home shall ensure that,
(a) the home, furnishings and equipment are kept clean and sanitary;
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

Findings/Faits saillants :

1. Observations made during the initial walk through of the home revealed :
- a) areas of the floor covering were missing in the elevator
 - b) a storage area had a hole in the wall.

Staff interviews with the Director of Care and the Manager of Environmental Services revealed:

- a) they were aware of the flooring repair needs in the elevator
 - b) they were not aware of the hole in the wall.
- [LTCHA, 2007, S.O.,C.8,s.15(2)(c)]

WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 56. Residents' Council
Specifically failed to comply with the following subsections:

s. 56. (2) Only residents of the long-term care home may be a member of the Residents' Council. 2007, c. 8, s. 56 (2)

Findings/Faits saillants :

1. Staff interview with the Director of Care revealed that at this time there is no resident or residents interested in chairing or co-chairing the Residents' Council. The residents have asked the home to have the Director of Programs to be the chair. The home is aware of the requirement for all members of the residents' council to be residents. On an ongoing basis the home attempts to get new or long term residents to take a lead role with the council.
- [LTCHA, 2007, S.O.,C.8,s.56.(2)]



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

WN #3: 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. Staff interview with Director of Care revealed the home does not seek the advice of the Residents' Council in developing and carrying out the satisfaction survey.
[LTCHA, 2007, S.O.,C.8,s.85.(3)]

Issued on this 19th day of November, 2012

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

Jean A. Stodley, R.N.