



**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

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**Ministère de la Santé et des Soins de
longue durée**

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Date(s) of inspection/Date de l'inspection November 8, 2010	Inspection No/ d'inspection 2011_111_2838_02Feb110400	Type of Inspection/Genre d'inspection Complaint (log# O-001256 & O-001631)
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Licensee/Titulaire
Extendicare (Canada) Inc.,
3000 Steeles Avenue East, Suite 700
Markham, ON L3R 9W2
Fax: 905-470-5588

Long-Term Care Home/Foyer de soins de longue durée
Extendicare Kawartha Lakes,
125 Colborne Street East,
Lindsay, ON K9V 6J2
Fax: 705-878-7910

Name of Inspector(s)/Nom de l'inspecteur(s)
Lynda Brown, ID #111

Inspection Summary/Sommaire d'inspection

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

During the course of the inspection, the inspector spoke with the Administrator, the Director of Care, the RAI Coordinator, the Office Manager and 1 Registered Practical Nurse.

During the course of the inspection, the inspector reviewed a resident's health and financial record.

The following Inspection Protocols were used during this inspection:

Responsive Behaviours
Critical Incident Response

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

4 WN



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'exigence 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 O.Reg. 79/10, s. 103 (1) Every licensee of a long-term care home who receives a written complaint with respect to a matter that the licensee reports or reported to the Director under section 24 of the Act shall submit a copy of the complaint to the Director along with a written report documenting the response the licensee made to the complainant under subsection 101(1).

Findings:

1. A complaint letter was received by the home and was not responded to in writing and was not forwarded to the Ministry.

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WN #2: The Licensee has failed to comply with O.reg.79/10, s. 107(3) The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (4):

1. A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in condition.

Findings:

The Ministry was not notified of two incidents for an identified resident.

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WN #3: The Licensee has failed to comply with O.Reg. 79/10, s. 24 (9) The licensee shall ensure that the resident is reassessed and the care plan is reviewed and revised when,
 (c) the care set out in the plan has not been effective

Findings:

An identified resident with a safety risk related to responsive behaviours did not indicate that the care plan was revised when the interventions were not effective and the responsive behaviours reoccurred.

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WN #4: The Licensee has failed to comply with O.Reg. 79/10, s. 8(1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan , policy, protocol, procedure, strategy or system,
(b) is complied with

Findings:

The homes policy "Residents Who Wander" (08-08-01) under procedures was not complied with for an identified resident.

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 the procedures in the homes policy on residents who wander, is complied with. To be implemented voluntarily.

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<p>Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné</p>	<p>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.</p> <p><i>Linda Brown</i></p>
<p>Title: _____ Date: _____</p>	<p>Date of Report: (if different from date(s) of inspection). <i>Feb. 28/11</i></p>