

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**

 Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
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 Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
August 11, 17, 2011	2011_043157_0016	Complaint Log #O-002369

Licensee/Titulaire

 Extendicare Toronto Inc.,
3000 Steeles Avenue East, Suite 700,
Markham, ON L3R-9W2

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

 Extendicare Scarborough,
3830 Lawrence Ave East,
Scarborough, ON M1G-1R6

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

Pat Powers, #157

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to care issues which occurred prior to July 1, 2010.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Wound Care RN.

During the course of the inspection, the inspector reviewed the resident's clinical health record.

The following Inspection Protocols were used in part or in whole during this inspection:
Skin and Wound Care, Medications

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.

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-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.)

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 Long Term Care Program Standards and Criteria, Criterion B2.13: Each resident who is assessed as being at risk for altered skin integrity or whose skin integrity has been compromised, shall have that risk or condition documented in the resident's plan of care. This plan shall outline the skin care measures to be provided to the resident. These measures shall include but not be limited to:

- Promotion of healing
- Optimizing nutrient intake
- Minimizing pain and discomfort
- Efforts to prevent deterioration and infection

Findings:

The written plan of care for an identified resident did not provide an accurate assessment of the resident's skin care needs or provide clear direction to staff providing care.

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WN #2: The Licensee has failed to comply with the Long Term Care Program Standards and Criteria, Criterion B1.17: Each resident who experiences skin breakdown and/or wounds shall be assessed each week or more frequently, if needed, by a member of the registered nursing staff.

Findings:

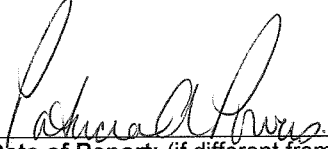
Wound assessment records for an identified resident do not reflect weekly assessments.

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WN #3: The Licensee has failed to comply with the Long Term Care Program Standards and Criteria, Criterion B3.43: Each resident's treatment plan shall be carried out.	
Findings: The established treatment plan for an identified resident was not consistently carried out.	
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WN #4: The Licensee has failed to comply with the Long Term Care Program Standards and Criteria, Criterion B5.4: All significant information about each resident shall be documented in his/her record. All documentation in the resident's health record shall be:	
<ul style="list-style-type: none"> · current · complete · accurate · legible · written by the person who made the observation or who provided or supervised the care or treatment · written as close to the time of the event as possible · written in chronological order · permanently recorded · identified by the date, time, signature and status of the person documenting the entry. 	
Findings: The October 2009 Medication Administration Record for an identified resident for indicates that: <ul style="list-style-type: none"> • Several medications were not consistently documented as administered. • Several treatments were not documented as having been provided 	
Inspector ID #:	#157

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).	
		August 31, 2011	