



**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 sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jul 21, 2015	2015_346133_0025	O-001974-15	Complaint

Licensee/Titulaire de permis

NEW ORCHARD LODGE LIMITED
3000 STEELES AVENUE EAST SUITE 700 MARKHAM ON L3R 9W2

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

EXTENDICARE WEST END VILLA
2179 ELMIRA DRIVE OTTAWA ON K2C 3S1

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

JESSICA LAPENSEE (133)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): July 7th - 9th, 2015

During the course of the inspection, the inspector(s) spoke with the Support Services Manager and a member of housekeeping services.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping**



During the course of this inspection, Non-Compliances were issued.

- 1 WN(s)
- 0 VPC(s)
- 0 CO(s)
- 0 DR(s)
- 0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

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:

- 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; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (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. The licensee has failed to comply with LTCHA, s. 15 (2) (a) in that the licensee has failed to ensure that the home, furnishings and equipment is kept clean and sanitary. This is specifically related to one identified resident bathroom.

On July 7th, 2015, Inspector #133 entered an identified resident bathroom at 1:00pm and observed liquid on the floor in front of the toilet and between the toilet and the sink. The inspector knelt down to smell the liquid and noted that it was urine. The urine did not have a very strong smell. The inspector spoke with the unit housekeeper, #S100, who indicated that the identified bathroom had been cleaned after breakfast, and explained that it was her most problematic bathroom. The housekeeper voiced frustration at how quickly the bathroom becomes soiled with urine on the toilet and on the floor after it is cleaned. The inspector returned to the bathroom at 5:17pm and observed that there was now a large amount of urine on the toilet seat and a large amount of urine on the floor in front of the toilet.

On July 8th, 2015, Inspector #133 entered the identified resident bathroom at 11:19am and noted that there was a urine odor. There was urine in the toilet and urine on the toilet seat. The inspector returned to the identified bathroom at 1:15pm and observed that there was now urine on the floor all around the toilet and a large amount of urine on the toilet seat. The bathroom door leading into one of the bedrooms was open. There was a lingering odor of urine permeating the identified bathroom and bedroom at the time of observation.



On July 9th, 2015, Inspector #133 entered the identified resident bathroom at 10:22am and noted that there was a urine odor. There was urine on the toilet seat and urine on the floor in front of the toilet and to the side of the toilet. The inspector spoke with the unit housekeeper, staff #S100, who explained that the bathroom had been cleaned at approximately 8am on that morning. The housekeeper explained that given her schedule, she is able to check the bathroom twice a day, and that she alone cannot ensure that urine is always quickly cleaned from the toilet and the bathroom floor. The housekeeper indicated that all staff on the unit are aware that this is a problematic bathroom.

The identified resident bathroom is shared by four residents. On July 9th, 2015, the home's Support Services Manager (SSM) informed the inspector that three of the four residents use the bathroom independently, and all are known to contribute to the recurring problem of urine accumulation on the toilet and on the floor. The SSM advised the inspector that he would implement the use of a specialized odor control product in the bathroom, and would work with nursing staff to determine what further interventions could be put into place, such as enhanced monitoring of the bathroom and toileting routines for the residents. The SSM and the inspector discussed that the presence of urine on the bathroom floor may present a risk of slips and falls for the residents who use the bathroom. [s. 15. (2) (a)]

Issued on this 21st day of July, 2015

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

Original report signed by the inspector.