



**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**

Division de la responsabilisation et de la performance du  
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<b>Date(s) of inspection/Date de l'inspection</b> May 17, 2011	<b>Inspection No/ d'inspection</b> 2011_170_2707_17May152257	<b>Type of Inspection/Genre d'inspection</b> Complaint L-000692
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**Licensee/Titulaire**  
Revera Long Term Care Inc., 55 Standish Court 8th Floor, Mississauga ON L5R 4B2

**Long-Term Care Home/Foyer de soins de longue durée**  
Forest Heights Long-Term Care Centre, 60 Westheights Drive, Kitchener, ON N2N 2A8

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Dianne Wilbee #170

**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: Executive Director, Director of Care, Personal Support Workers (2), Registered Practical Nurse.

During the course of the inspection, the inspector: Reviewed resident record, observed and interviewed resident, reviewed incident report

The following Inspection Protocols were used in part or in whole during this inspection:

- Falls Prevention

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'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 **LTCHA, 2007, S.O. 2007, c.8, s.6(1)** Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out, (c) clear directions to staff and others who provide direct care to the resident.

**Findings:**

**A resident's plan of care did not provide clear direction to staff related to e.g. seating, safety device and toileting.**

**Inspector ID #:** 170

**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 plan of care provides clear direction to staff, to be implemented voluntarily.

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:** May 25, 2011