



**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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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
August 30, 2010	2010_170_2702-30_Aug104723	Complaint #L-00050

Licensee/Titulaire
Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga, Ontario L5R 4B2

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

Name of Inspector(s)/Nom de l'inspecteur(s)
Dianne Wilbee, LTC Homes Inspector ID# 170

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to an individual's occurrences of falls and availability of a tub room.

During the course of the inspection, the inspector spoke with: Director of Care, Registered nursing staff, Personal Support Workers, Director of Maintenance.

During the course of the inspection, the inspector: Reviewed resident's record, Interviewed staff, Toured Home Areas including tub rooms, Reviewed bath records, Reviewed maintenance department invoice records related to tub rooms, Observed residents, Reviewed Policies related to preventative maintenance.

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

- Accommodation Services - Maintenance
- Falls Prevention

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

2 WN
2 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.5
Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

Findings:

A tub room had a towel on the top ledge of the door resulting in the door being wedged open and no staff in attendance in or near the room. The tub contains a container of cleaning chemicals located in the top section of the tub which are accessible by lifting the lid on the tub cover. A staff member notified of the concern acknowledged this practice was not appropriate.

Inspector ID #: 170

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 hazardous substances are inaccessible to residents at all times, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with The Long-Term Care Homes Program Manual Standards and Criteria

Criterion A1.17: A restraint in use shall be applied to a resident according to manufacturers' specifications and facility policy.


Findings:

Documentation June 25, 2010 at 1615 hours stated the seatbelt of a dependant resident was not appropriately attached. Documentation did not indicate interventions were taken to prevent a recurrence of the seatbelt becoming loose.

Inspector ID #: 170

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 [identify what the written plan must cover to achieve compliance], 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: (if different from date(s) of inspection). September 21, 2010	