



**Ministry of Health and Long-Term Care**

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

**Inspection Report under the Long-Term Care Homes Act, 2007**

**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**

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**Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 15, 2014	2014_271532_0024	000243-14	Complaint

**Licensee/Titulaire de permis**

GOLDEN YEARS NURSING HOMES (CAMBRIDGE) INC  
704 EAGLE STREET NORTH, P.O. BOX 3277, CAMBRIDGE, ON, N3H-4T3

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

GOLDEN YEARS NURSING HOME  
704 EAGLE STREET NORTH, P.O. BOX 3277, CAMBRIDGE, ON, N3H-4T3

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

NUZHAT UDDIN (532)

**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 08, 2014**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Food Service Manager, Registered Practical Nurses, Personal Support Workers, and the Residents.**

**During the course of the inspection, the inspector(s) toured the resident home areas, review medical records, observed the provision of care and interaction between staff and residents and observed meal service.**

**The following Inspection Protocols were used during this inspection:**

- Nutrition and Hydration**
- Personal Support Services**



**Findings of Non-Compliance were found during this inspection.**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
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
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 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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights**

**Specifically failed to comply with the following:**

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**9. Every resident has the right to have his or her participation in decision-making respected. 2007, c. 8, s. 3 (1).**

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**Findings/Faits saillants :**

1. The licensee failed to ensure that the resident's right to have his or her participation in decision making was respected.

Clinical record for an identified resident was reviewed and revealed that resident was at nutritional risk.

Review of clinical record confirmed that the resident requested a specific meal time intervention and although available was not provided by the home.

Clinical record review indicated that the resident was upset over not receiving this intervention.

In a telephone interview the Administrator acknowledged that staff did not provide the intervention as requested.

Resident's right to participate in decision making was not respected regarding meal service. [s. 3. (1) 9.]

***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 that each resident has the right to have his or her participation in decision making respected, to be implemented voluntarily.***



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**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Issued on this 17th day of July, 2014**

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