



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 21, Nov 14, 2016	2016_255633_0018	027418-16	Resident Quality Inspection

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

SHERRI COOK (633), BERNADETTE SUSNIK (120), DONNA TIERNEY (569),
MELANIE NORTHEY (563)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Resident Quality Inspection inspection.

This inspection was conducted on the following date(s): October 12,13,17,18,19, 2016.

The following Follow-up Inspections were inspected concurrently within this RQI:

Log # 026343-16 related to lighting and skin and wound care

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Vice-President of Clinical Services, the Director of Quality of Outcomes, the Director of Resident Care, the Director of Programs, the Director of Policy and Legislation, the Director of Food Services, Environment and Laundry, the Assistant Director of Resident Care, the Residents' Council President, the Family Council President, one Registered Dietitian, one Registered Nurse, one Registered Pharmacy Technician, two Registered Practical Nurses, the Coordinator of Social Services, five Personal Support Workers, a Ward Clerk, three family members and over 20 residents.

The inspector(s) also conducted a tour of the home and made observations of residents, activities, resident care and resident/staff interactions. A record review of the clinical records of the identified residents was completed including resident assessments and plans of care. Relevant policies and procedures were also reviewed. In addition, Inspector(s) observed medication administration and drug storage areas, infection prevention and control practices, the lighting and general maintenance, cleanliness and condition of the home.

The following Inspection Protocols were used during this inspection:

**Family Council
Infection Prevention and Control
Medication
Minimizing of Restraining
Nutrition and Hydration
Residents' Council
Safe and Secure Home
Skin and Wound Care**



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

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

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 18.	CO #001	2016_226192_0023		563
O.Reg 79/10 s. 50. (2)	CO #002	2016_226192_0023		563



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<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 O.Reg 79/10, s. 18. Every licensee of a long-term care home shall ensure that the lighting requirements set out in the Table to this section are maintained. O. Reg. 79/10, s. 18.

TABLE**Homes to which the 2009 design manual applies****Location - Lux****Enclosed Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout****All corridors - Minimum levels of 322.92 lux continuous consistent lighting throughout****In all other areas of the home, including resident bedrooms and vestibules, washrooms, and tub and shower rooms. - Minimum levels of 322.92 lux****All other homes****Location - Lux****Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout****All corridors - Minimum levels of 215.28 lux continuous consistent lighting throughout****In all other areas of the home - Minimum levels of 215.28 lux****Each drug cabinet - Minimum levels of 1,076.39 lux****At the bed of each resident when the bed is at the reading position - Minimum levels of 376.73 lux****O. Reg. 79/10, s. 18, Table; O. Reg. 363/11, s. 4****Findings/Faits saillants :**

1. The licensee failed to ensure that the lighting requirements set out in the lighting table were maintained.

The home was built prior to 2009 and was therefore subject to lighting requirements under the section of the lighting table titled "All other homes."

Lighting levels were measured using a portable digital light meter (Amprobe LM-120) following guidelines identified in the Lighting Handbook, 10th edition published by the Illuminating Engineering Society of North America. All light fixtures within a given space were turned on if not already illuminated and allowed to warm up to peak operating

levels. The light meter was held 30 inches above and parallel to the floor in areas where residents would most benefit from adequate illumination levels. Areas that were avoided included room corners, transition points, doorways and along walls. The outdoor conditions were overcast during the process and natural light sources were excluded as much as possible by closing curtains and doors. Illumination levels in all corridors and tub/shower rooms were measured, however only a few representative resident bedrooms and ensuite washrooms were measured. Some spaces could not be measured or measured accurately due to natural light infiltration. The purpose of measuring without natural light sources was to determine the level of illumination that would be available to residents during night time conditions when artificial sources of light would be used. The minimum illumination levels required in resident rooms, tub/shower rooms, common spaces and ensuite washrooms was 215.28 lux. The minimum level of illumination required in corridors was a consistent and continuous level of 215.28 lux. The term “consistent” and “continuous” refers to a uniform distribution of light without drastic changes between fixtures. The following illumination levels were achieved on October 17, 2016:

A) Resident Bedrooms

1. Eight Identified Resident bedrooms of the home were all observed to have furniture similarly placed, equipped with similar light fixtures and were the same in size and shape. Each had two beds, an over bed fluorescent light (some had one tube and some had two tubes) and a round LED ceiling light with opaque lens upon entry. One of these Resident bedrooms was specifically measured. From the entrance and directly underneath the ceiling light, the lux was 272, but the level dropped to 165 lux three feet beyond the light. The bed equipped with a double tube over bed light was 116 lux at the foot of the bed and 77 lux in front of each wardrobe and near the foot of the bed measured 77 lux. The second bed which was equipped with a single tube over bed light had 100 lux at the foot of the bed and 66 lux in front of the wardrobe.
2. Another identified Resident bedroom was equipped with a round light fixtures with a compact florescent bulb at the entrance to the room and an over bed fluorescent tube light. The lux under the entrance light fixture was 116, the foot of the bed was 74, the left side of the bed was 182, in front of the wardrobe was 55 and the centre of the room was 80 lux.
3. Three additional identified Resident bedrooms were observed to have furniture similarly placed, equipped with similar light fixtures and were the same in size and shape.

Each had four beds, an over bed fluorescent light with two tubes and one four foot fluorescent troffer light fixture centrally in the room. One of these Resident bedrooms was specifically measured. The lux level from the entrance to approximately two feet from the ceiling light and the lux at the wardrobe near the window was 143 lux.

4. Two other identified Resident bedrooms were both observed to have furniture similarly placed, however each was equipped with slightly different light fixtures and one bedroom had an entrance into the room that was longer and equipped with a four foot fluorescent troffer light fixture and only one round ceiling light at the foot of one bed. All four beds were placed along one long wall and had a fluorescent over bed light with two tubes. One of these rooms was specifically measured and was equipped with two new LED round lights, one on each side of the room and a four foot fluorescent troffer ceiling light in the centre of room and in front of the bathroom entrance. The room was adequately illuminated with the fixtures provided, however it was suspected that the other of these rooms was not adequately illuminated at the foot of each bed and at the wardrobes.

5. An additional two identified Resident bedrooms were both observed to have furniture similarly placed, equipped with similar light fixtures and were the same in size and shape. Each had four beds, two sharing the same wall and the other two sharing two different walls. Each bed was equipped with a wall mounted over bed florescent tube light with two bulbs. Upon entry, each were equipped with a four foot fluorescent troffer ceiling light installed part way into the room but not centrally located. One of these rooms was specifically measured. The lux from the entrance to approximately two feet from the ceiling light was 154. The bed on the right side of the room closest to the window had a lux reading of 165 at the center left side of the bed and 110 at the foot of the bed. The bed centrally located and against the wall between the windows had a lux reading of 160 at the left side of the bed and 198 at the foot of the bed. The zone around the fourth bed could not be measured. The bathroom within the bedroom was equipped with a single fluorescent tube light with an opaque lens and had a lux of 193 over the vanity and 195 lux over the toilet.

6. Another identified Resident bedroom was observed to have four beds, with two beds against one wall and two beds against another wall. Each bed was equipped with an over bed florescent light with two tubes. The room was equipped with one four foot fluorescent troffer ceiling light near the entrance. The bed centrally located and against the far wall had a reading of 176 lux at the centre left side of the bed and 94 lux at the foot of the bed. The bed closest to the window had a lux reading of 176 at the center left side of the



bed and 110 at the foot of the bed. The wardrobes were on various different walls and those furthest from the ceiling lights were impacted with lux levels of 100-150 lux.

7. Another identified Resident bedroom was observed to be a semi private room equipped with a four foot troffer fluorescent ceiling light in front of the bathroom entrance just inside the bedroom. A bed was located on each side of the room and equipped with an over bed fluorescent light with two tubes. One bed was rotated so the head of the bed was not against the wall. The head of the bed area was 121 lux. The side of the bed closest to the ceiling light was 110 lux. The other bed was to the right and had 175-190 lux at the centre of the bed.

8. Another identified Resident bedroom was observed to have three beds and equipped with a four foot troffer fluorescent ceiling light near the centre of the room. The foot of the two beds furthest away from the ceiling light was 110 lux. Two wardrobes located the furthest away from the ceiling light were most affected. The one positioned closest to the window was 110 lux and the wardrobe positioned near the bathroom was 209 lux. The lux level from the entrance to approximately two feet from the ceiling light was 176. The bed on the left side of the room closest to the bathroom had a reading of 206 lux at the centre left side of the bed. The bed closest to the window on the right side of the room had a lux reading of 209 lux at the left side of the bed and 143 lux at the foot of the bed.

9. Some Resident bedrooms on one floor were all observed to have furniture similarly placed and were the same size and shape as the bedrooms on part of another floor. However, the light fixtures at the entrance of the rooms were different. The entry lights included a four foot fluorescent troffer ceiling light. A specific room was not measured, however it was suspected that the foot of the bed or wardrobe area furthest away from the entrance light would not meet the minimum requirement of 215.28 lux.

10. An identified Resident bedroom was observed to have four beds, two on each side of the room and was equipped with two four foot florescent troffer ceiling light fixtures down the centre of the room. Each bed was equipped with a florescent over bed light with two tubes. The bed on the right side of the room closest to the window had a reading 165 lux at the center left side of the bed and 165 lux at the foot of the bed. The bed on the right side closest to the entrance of the room had a reading of 189 lux at the center left side of the bed and 198 lux at the foot of the bed. The bed on the left side of the room closest to the entrance of the room had a reading of 198 lux at the center left side of the bed.

11. Six additional identified Resident bedrooms were all observed to be equipped with

one four foot florescent troffer ceiling light at the entrance and an over bed florescent tube light with two tubes. One of these identified Resident bedrooms was specifically. The bed closest to the window had a lux reading of 182 at the foot of the bed.

B) Bathing/Shower rooms

1. The east wing main toilet and shower room was observed to be equipped with two square shaped fixtures that were flush mounted to the ceiling with u-shaped florescent tubes inside and semi clear lenses. The lux within the shower enclosure was 180 with the shower curtain wide open and 102 lux with the curtain drawn.

2. The second floor tub/shower room was observed to be equipped with two four foot fluorescent tube ceiling lights down the centre of the room. The shower enclosure area was 154 lux and the area around the tub, especially the one side furthest away from the light was 99 lux.

3. The shower located within the bathing room located in the north central corridor was not equipped with any source of light within the shower enclosure, however a four foot fluorescent ceiling light was located three to four feet away. The lux level was 198 within the shower enclosure with the shower curtain wide open and 121 lux with the shower curtain drawn.

C) Corridors

1. The corridor identified as “north central main” where the activity and service rooms were located was observed to be equipped with a total of 10 four foot long wall mounted florescent tube lights, eight with an opaque cover and two with a clear cover. The lights were located on each side of the corridor. One light was flickering near the tub room with a light measurement of 193 lux. The lux ranged between 138 and 440 along the corridor, with the lowest numbers occurring between the fixtures. The lux was therefore not consistently or continuously above 215.28 lux.

2. The section of corridor which included entrances to two identified Resident bedrooms was observed to be equipped with three four foot florescent troffer ceiling lights. The spacing between the fixtures was seven feet and four feet. The area in front of one identified room was 60 lux. The lux between the fixtures that were spaced seven feet apart was 190 lux.

D) Common Space

1. The activity room located in the north central main corridor area was observed to be equipped with two four foot florescent tube ceiling lights located in an area near the kitchen cabinets. The light however did not spread out towards the counter working area and no task lighting was available. The lux was therefore 47 to 193 lux under the counter near the sink.

2. The second floor lounge was equipped with four pot lights (all missing bulbs), two on each side of the room. The centre of the room was equipped with two four foot fluorescent ceiling lights approximately four feet apart. The lux was over 400 in the centre of the room but dropped to 86 lux as the light meter was moved several feet away, especially over an area with two sitting chairs. The sitting area in front of the windows could not be measured due to excessive natural light.

The scope of this area of non-compliance was determined to be a level two, a pattern, the severity was determined to be a level one, minimal risk and there was previous on-going non-compliance with two Orders issued, determined to be a level four.

The licensee failed to ensure that the lighting requirements set out in the Table to this section were maintained. [s. 18.]

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 the lighting requirements set out in the Table to this section is maintained, to be implemented voluntarily.



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Issued on this 16th day of November, 2016

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

Original report signed by the inspector.