



**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

London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

Bureau régional de services de London
291, rue King, 4^{iem} étage
London ON N6B 1R8

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

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

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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 29 & 30, 2010	2010_128_1033_29Nov113559	Dietary Follow- to 2010_128_1033_14Sep101035

Licensee/Titulaire
Golden Years Nursing Homes(Cambridge) Inc., P.O. Box 3277,704 Eagle Street North, Cambridge, ON N3H 4T3

Long-Term Care Home/Foyer de soins de longue durée
Golden Years Nursing Home, 704 Eagle Street North, Cambridge, ON N3H 4T3

Name of Inspector(s)/Nom de l'inspecteur(s)
Ruth Hildebrand (ID #128)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to follow-up on the 10 outstanding findings of non-compliance identified during the Dietary Follow-up and Other inspections, conducted September 14 & 15, 2010 and the 7 Orders written as a result of that inspection.

The findings of non-compliance were related to safety, assessments, assistance provided to residents with eating, care not provided as per plan of care, hydration, weight monitoring and residents not receiving beverages and snacks.

O. Reg. 79/10, s. 68(2) (a) was not reviewed and has been deferred to a future inspection.

During the course of the inspection, the inspector spoke with members of the management team, including, the Administrator, Director of Care and Nutrition Manager; 2 residents who reside on second floor; 5 Personal Support Workers; 2 Registered Nurses; 2 Registered Practical Nurses; 2 Dietary Aides and one spouse of a resident.

During the course of the inspection, the inspector observed lunch in the main dining room and in the family dining room; observed afternoon snack on second floor on November 29, 2010; reviewed resident records for 2 residents and weight monitoring records for the home.

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

- Nutrition and Hydration

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

3 WN
1 CO: CO # 001

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

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 O. Reg. 79/10, s. 73(1)10
 Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:
 10. Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.

Findings:

A resident was in an unsafe feeding position when a personal support worker stood to feed the resident afternoon snack, November 29, 2010. This occurred at 2:40p.m.
 A resident was in an unsafe feeding position when a personal support worker stood to feed the resident afternoon snack, November 29, 2010. This occurred at 3:14p.m., in the 2nd floor hallway.

Additional Required Actions

CO # 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s.129(1)(a)(ii)

Every licensee of a long-term care home shall ensure that,
 (a) drugs are stored in an area or a medication cart,
 (ii) that is secure and locked.

Findings:

Treatment cart with prescription creams and lotions was found unlocked and unattended by MOHLTC inspector and Administrator, in hallway outside main central lounge, November 29, 2010 at 11:57 a.m. Administrator stated that the home's policy is that treatment carts must be locked.

WN #3: The Licensee has failed to comply with O. Reg. 79/10, s. 24(7)

The licensee shall ensure that the staff and others who provide direct care to a resident are kept aware of the contents of the resident's care plan and have convenient and immediate access to it.


Findings:

A resident was not provided with the correct diet as per care plan. This resident was given regular gingerale and a pureed snack, in the afternoon, on November 29, 2010. The resident is on a modified diabetic diet, NAS and the care plan was changed to indicate that a trial of minced texture was to start that day. Personal support worker reported that she was not aware resident was diabetic and did not provide a minced texture snack to resident.

This resident was also offered salt and ketchup for French Fries at the lunch meal on November 29, 2010.



CORRECTED NON-COMPLIANCE Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
LTCHA, 2007, S.O 2007, c.8, s. 6(10)(b)	WN		2010_128_1033_14Sep101035	128
LTCHA, 2007, S.O 2007, c.8, s. 6(10)(b)	CO	#001	2010_128_1033_14Sep101035	128
LTCHA, 2007, S.O 2007, c.8, s. 6(7)	WN		2010_128_1033_14Sep101035	128
LTCHA, 2007, S.O 2007, c.8, s. 6(7)	CO	#002	2010_128_1033_14Sep101035	128
LTCHA, 2007, S.O 2007, c.8, s86(2)(b)	WN		2010_128_1033_14Sep101035	128
LTCHA, 2007, S.O 2007, c.8, s86(2)(b)	CO	#003	2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 71(3) (b)	WN		2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 71(3) (b)	CO	#004	2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 71(3)(c)	WN		2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 71(3)(c)	CO	#005	2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 73(1)10	CO	#006	2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 73(1)9	WN		2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 73(1)9	CO	#007	2010_128_1033_14Sep101035	128
LTCHA, 2007, S.O 2007, c.8,s. 6(4)a	WN		2010_128_1033_14Sep101035	128
O. Reg. 79/10, s. 51(1)2	WN		2010_128_1033_14Sep101035	128
LTCHA, 2007, S.O 2007, c.8,s15(2)c	WN		2010_128_1033_14Sep101035A	128

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.	
		December 6, 2010 	
Title:	Date:	Date of Report: (if different from date(s) of inspection).	



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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

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Ruth Hildebrand	Inspector ID # 128
Log #:		
Inspection Report #:	2010_128_1033_29Nov113559	
Type of Inspection:	Dietary Follow- to 2010_128_1033_14Sep101035	
Date of Inspection:	November 29 & 30, 2010	
Licensee:	Golden Years Nursing Homes(Cambridge) Inc., P.O. Box 3277,704 Eagle Street North, Cambridge, ON N3H 4T3	
LTC Home:	Golden Years Nursing Home, 704 Eagle Street North, Cambridge, ON N3H 4T3	
Name of Administrator:	Nancy Kauffman-Lambert	

To Golden Years Nursing Homes (Cambridge) Inc., you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(b)
Pursuant to: O. Reg. 79/10, s.73(1)10			
Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements: 10. Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.			
Order: The licensee must prepare, submit and implement a plan for achieving compliance with O. Reg. 79/10, s.73 (1)10. Submit the plan to LondonSAO.moh@ontario.ca.			
Grounds: A resident was in an unsafe feeding position when a personal support worker stood to feed the resident afternoon snack, November 29, 2010. This occurred at 2:40p.m. A resident was in an unsafe feeding position when a personal support worker stood to feed the resident afternoon snack, November 29, 2010. This occurred at 3:14p.m., in the 2 nd floor hallway.			



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Direction de l'amélioration de la performance et de la conformité

This order must be complied with by: December 31, 2010

REVIEW/APEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
 c/o Appeals Clerk
 Performance Improvement and Compliance Branch
 Ministry of Health and Long-Term Care
 55 St. Clair Ave. West
 Suite 800, 8th floor
 Toronto, ON M4V 2Y2
 Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
 Attention Registrar
 151 Bloor Street West
 9th Floor
 Toronto, ON
 M5S 2T5

Director
 c/o Appeals Clerk
 Performance Improvement and Compliance Branch
 55 St. Claire Avenue, West
 Suite 800, 8th Floor
 Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Issued on this 19th day of December, 2010.

Signature of Inspector: 



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Name of Inspector:	Ruth Hildebrand
Service Area Office:	London