



**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 # / No de registre	Type of Inspection / Genre d'inspection
Jun 13, 2018	2018_587129_0005	015185-17, 015187-17, 015188-17	Follow up

Licensee/Titulaire de permis

Grace Villa Limited
284 Central Avenue LONDON ON N6B 2C8

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

Grace Villa Nursing Home
45 Lockton Crescent HAMILTON ON L8V 4V5

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

PHYLLIS HILTZ-BONTJE (129), BERNADETTE SUSNIK (120), KELLY CHUCKRY (611)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): February 26, 2018 and March 14, 2018

The following intakes were inspected

Log #015187-17 – CO #001- Long Term Care Homes Act (LTCHA) 2007 s. 19(1) related to the prevention of abuse, from Inspection 2007_569508_0007.

Log #015188-17- CO #002 – Ontario Regulation 79/10, s. 17(1) related to the resident-staff communication and response system, from inspection 2017_569508_0007.



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Log #015185-17 - LTCHA 2007, c. 8, s. 101(4) related to conditions to which the licensee is subject, from Inspection 2007_569508_0007.

Non-compliance in relation to follow-up log #015187-17 was identified while conducting concurrent Critical Incident inspection (CIS) #2018_587129_0004. Specifically, while inspecting CIS log #009123-17 (CIS 2741-000014-17), #017547-17 (CIS 2741-000028-17) and #012762-17 (CIS 2741-000020-17) it was identified that the home was not in compliance with LTCHA 2007 s. 19(1).

Non-compliance related to LTCHA 2007 s. 19(1) was issued as a compliance order during CIS Inspection #2018_587129_0004, which was conducted concurrently with this Follow-up Inspection.

(PLEASE NOTE: Previously issued CO related to LTCHA 2007 s. 19(1) was not “closed with link” when this section was re-issued on CIS Inspection Report #2018_587129_0004 and in order to generate this Follow-Up Inspection report the previously issued CO related to s. 19(1) was identified as “complied”.

During the course of the inspection, the inspector(s) spoke with residents, Maintenance Manager, Administrator, Assistant Administrator, Personal Support Workers, housekeeping staff and a laundry aide.

During the course of the inspection the inspector toured all three home area floors, randomly tested the resident-staff communication and response system for function, reviewed completed monthly inspection audits of the system, how staff reported any malfunction to the system and follow-up actions taken. A review of laundry staffing was also completed.

The following Inspection Protocols were used during this inspection:

**Responsive Behaviours
Safe and Secure Home**

During the course of this inspection, Non-Compliances were not issued.

**0 WN(s)
0 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 NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 101. (4)	CO #003	2017_569508_0007	120
O.Reg 79/10 s. 17. (1)	CO #002	2017_569508_0007	120
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2017_569508_0007	129
LTCHA, 2007 S.O. 2007, c.8 s. 6.	WN	2017_569508_0007	129



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

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.

Issued on this 13th day of June, 2018

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

Original report signed by the inspector.