



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

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

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

**Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue**

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch  
Division de la responsabilisation et de la performance du système de santé  
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Sep 10, 14, 18, 20, 26, 27, 2012	2012_071159_0019	Critical Incident

**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**

ASHA SEHGAL (159)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Assistant Director of Care, Registered staff, Nutrition Manager, and Personal Support Workers(PSW)related to Critical Incident Inspection H-001149-12

During the course of the inspection, the inspector(s) Reviewed clinical health records and relevant policies and procedures related to medical emergencies and maintenance of equipment.

The following Inspection Protocols were used during this inspection:

Personal Support Services

Findings of Non-Compliance were found during this inspection.

**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>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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</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. 72. Food production**  
**Specifically failed to comply with the following subsections:**

**s. 72. (4) The licensee shall maintain, and keep for at least one year, a record of,**  
**(a) purchases relating to the food production system, including food delivery receipts;**  
**(b) the approved menu cycle; and**  
**(c) menu substitutions. O. Reg. 79/10, s. 72 (4).**

**Findings/Faits saillants :**

1. [O.Reg 79/10, s. 72 (4)] The licensee had not maintained and kept for at least one year, a record of (b) approved menu cycle ; and (c) menu substitutions.

The home was not able to provide record of menu cycle and menu substitutions for the week of June 11, 2012. Nutrition Manager interviewed confirmed that the approved menu cycle for June 11, 2012 and the menu substitutions made on the production sheet were not maintained and kept on record.

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services**

Specifically failed to comply with the following subsections:

- s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
- (a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;
  - (b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment;
  - (c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection;
  - (d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks;
  - (e) gas or electric fireplaces and heat generating equipment other than the heating system referred to in clause (c) are inspected by a qualified individual at least annually, and that documentation is kept of the inspection;
  - (f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service;
  - (g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature;
  - (h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;
  - (i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius;
  - (j) if the home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order; and
  - (k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).

**Findings/Faits saillants :**

1. [O.Reg. 79/10, s. 90(2)(a)] The licensee did not ensure that procedures are developed and implemented to ensure that electrical and non electrical equipment, including mechanical lifts are kept in good repair, and maintained and cleaned at a level that meets manufacturer specification, at a minimum;

A resident choked in 2012, interviewed held with the Registered Practical Nurse (RPN) and the Personal Support Worker (PSW) confirmed their presence at the time when resident choked on food.

Interviewed staff reported that the suction machine in the dining room was not functioning. The home was not able to provide record of cleaning and maintenance of the suction machines as per manufacturer specification i.e. inspection of machine, checking tubing, filter changing, and cleaning after each use. On September 14, 2012, inspector # 169 and # 159 checked the suction machines on 1, 2, and 3 floors and found two of the three machines were not functioning. The registered staffs interviewed were not able to provide maintenance check list of suction machines and sign off log. The suction machines were not maintained and cleaned at a level that met manufacturer specification.

It is acknowledged that since September 14, 2012 inspection date, the home has developed the procedure and the sign of log for staff to inspect the suction machines daily.

**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 with ensuring that procedures are developed and implemented to ensure that electrical and non electrical equipment, including mechanical lifts are kept in good repair, and maintained and cleaned at a level that meets manufacturer specification, at a minimum, to be implemented voluntarily.***



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Homes Act, 2007

Ministère de la Santé et des  
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Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue

Issued on this 27th day of September, 2012

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

*Abel Selvad*