



**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 sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Mar 13, 2015	2015_182128_0003	L-001480-14	Follow up

Licensee/Titulaire de permis

HANOVER NURSING HOME LIMITED
700 19TH AVENUE HANOVER ON N4N 3S6

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

HANOVER CARE CENTRE
700-19TH AVENUE HANOVER ON N4N 3S6

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

RUTH HILDEBRAND (128)

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 & 27, 2015

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, RAI Coordinator, 2 Registered Nurses and an Activity Aide. The inspector reviewed registered nurse staffing schedules, reviewed clinical records related to falls, reviewed bed entrapment assessments and observed resident staff interactions.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Safe and Secure Home

Sufficient Staffing

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

1 WN(s)

0 VPC(s)

1 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. 15. (1)	CO #002	2014_253514_0029		128
O.Reg 79/10 s. 49. (2)	CO #003	2014_253514_0029		128

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 LTCHA, 2007 S.O. 2007, c.8, s. 8. Nursing and personal support services

Specifically failed to comply with the following:

s. 8. (3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c. 8, s. 8 (3).

Findings/Faits saillants :



1. The licensee has failed to ensure that there was at least one registered nurse who was an employee of the licensee and a member of the regular nursing staff on duty and present at all times.

LTCHA, 2007, c.8, s 8.(3) has been the subject of a previous non-compliance WN, VPC issued November 28, 2013 (Inspection 2013_171155_0049).

LTCHA, 2007, c.8, s 8.(3) has been the subject of a previous non-compliance WN, CO #001 issued June 27, 2014 (Inspection 2014_253514_0018) with a compliance date of September 24, 2014.

LTCHA, 2007, c.8, s 8.(3) has been the subject of a previous non-compliance WN, CO #001 issued October 31, 2014 (Inspection 2014_253514_0029) with a compliance date of February 2, 2015.

A review of the registered nursing staff schedules from December 14, 2014 – February 27, 2015 (12 hour shifts) revealed that a registered nurse was not on duty and present at the home 67/152 shifts (44% of the time). The Director of Care confirmed these shifts were not covered by a registered nurse.

The home currently has five Registered Nurses and two are scheduled to start orientation in March 2015.

The Director of Care indicated that despite advertising and recruitment efforts the home has not been able to recruit enough staff to ensure there is at least one registered nurse on duty at all times. She indicated that she will be increasing the number of days she is in the home and full-time employment has been offered to another registered nurse. She also indicated that the home is trying to recruit a registered nurse through the new graduate initiative. [s. 8. (3)]

Additional Required Actions:

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



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Issued on this 17th day of March, 2015

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

Original report signed by the inspector.