



**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  
prévus 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**

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

Hamilton Service Area Office  
119 King Street West, 11th Floor  
HAMILTON, ON, L8P-4Y7  
Telephone: (905) 546-8294  
Facsimile: (905) 546-8255

Bureau régional de services de Hamilton  
119, rue King Ouest, 11<sup>ième</sup> étage  
HAMILTON, ON, L8P-4Y7  
Téléphone: (905) 546-8294  
Télécopieur: (905) 546-8255

Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
May 1, 2, 9, 16, 2012	2012_027192_0020	Complaint

**Licensee/Titulaire de permis**

DIVERSICARE CANADA MANAGEMENT SERVICES CO., INC  
2121 ARGENTIA ROAD, SUITE 301, MISSISSAUGA, ON, L5N-2X4

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

HARDY TERRACE  
612 Mount Pleasant Road, R. R. #2, BRANTFORD, ON, N3T-5L5

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

DEBORA SAVILLE (192)

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

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Associate Director of Care, Registered Practical Nurses, Registered Nurses, Personal Support Workers, and dietary staff related to H-000828-12.

During the course of the inspection, the inspector(s) reviewed medical records, and observed meal service.

The following Inspection Protocols were used during this inspection:

Nutrition and Hydration

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

**Legend**

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

**Legendé**

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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

**Specifically failed to comply with the following subsections:**

**s. 6. (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,**

**(a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other; and**

**(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other. 2007, c. 8, s. 6 (4).**

**Findings/Faits saillants :**

1. The licensee failed to ensure that staff and others involved in the different aspects of care collaborate with each other in the implementation of the plan of care so that the different aspects of care are integrated, consistent with and complement each other.

a) In 2012 the physician ordered laboratory testing for a specified resident. In preparation for this testing, the resident was to avoid the consumption of red meat, and citrus products. During interview it was identified that the home had sent a specimen previously in 2012 but the lab was unable to process the specimen as it was not labeled appropriately. Notification that the specimen was inappropriately labeled is confirmed by documentation.

b) A repeat specimen has not been obtained as the resident continues to receive food items that are to be avoided. Communication with the dietary department has been ineffective in ensuring the resident does not receive citrus products or red meat which can affect the results of the test. Nursing and Dietary staff have not ensured that the resident's meal restrictions have been followed for a three day period, optimizing the accuracy of the test from samples to be obtained.

c) Documentation and family report confirm that the resident received citrus juice and red meat on a specified date in 2012. The resident was observed being fed red meat in 2012.

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/  
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT  
CONFORME AUX EXIGENCES:**

CORRECTED NON-COMPLIANCE/ORDER(S) REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:			
REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 3.	CO #001	2011_027192_0048	192
O.Reg 79/10 r. 8.	CO #004	2011_027192_0039	192



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  
prévus le Loi de 2007 les  
foyers de soins de longue

LTCHA, 2007 S.O. 2007, c.8 s. 15.	CO #001	2011_027192_0040	192
O.Reg 79/10 r. 24.	CO #001, #002	2011_027192_0039	192
O.Reg 79/10 r. 24.	CO #001, #002	2011_027192_0039	192
O.Reg 79/10 r. 49.	CO #003	2011_027192_0039	192

Issued on this 29th day of May, 2012

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

*Sebastianville (192)*