



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
Aug 15, 22, 23, 2012	2012_072120_0063	Complaint

Licensee/Titulaire de permis

RYKKA CARE CENTRES LP

50 SAMOR ROAD, SUITE 205, TORONTO, ON, M6A-1J6

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

EATONVILLE CARE CENTRE

420 THE EAST MALL, ETOBICOKE, ON, M9B-3Z9

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

BERNADETTE SUSNIK (120)

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 director of care, environmental services supervisor, non-registered staff and residents regarding the home's laundry and housekeeping services. (T-001304-12)

During the course of the inspection, the inspector(s) toured all floors of the home, random resident rooms, ensuite washrooms, common areas, dining rooms, kitchenettes, utility rooms, stairwells and laundry room.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Accommodation Services - Laundry

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. 15. Accommodation services
Specifically failed to comply with the following subsections:**

s. 15. (1) Every licensee of a long-term care home shall ensure that,
(a) there is an organized program of housekeeping for the home;
(b) there is an organized program of laundry services for the home to meet the linen and personal clothing needs of the residents; and
(c) there is an organized program of maintenance services for the home. 2007, c. 8, s. 15 (1).

Findings/Faits saillants :

[LTCHA 2007, S.O. 2007, c. 8, s.15(1)(b)] The licensee of a long-term care home has not ensured that,

(b) there is an organized program of laundry services for the home to meet the linen and personal clothing needs of the residents.

Face cloths, peri care cloths and hand towels are not meeting the needs of residents according to staff reports and observations made during the inspection.

Various personal support workers who care for residents reported that they do not always have adequate amounts of peri care cloths and face cloths during morning care routines. Some residents who were interviewed stated that they get linens when they ask for them but they are not readily accessible.

During the laundry room tour, linen quotas for each floor were posted on the wall. These quotas were established by both management staff and non registered staff for resident care needs. When the carts were completely loaded for the 2:30 p.m. delivery, the posted quotas were not being met. The number of hand towels and peri care cloths were short by 50%.

A tour of all of the floors was conducted and the clean linen carts (both large carts and the small carts used by personal support workers) were observed for linen quantities. The 5th floor large linen cart was empty of linens and the small carts had no peri care cloths at 11:40 a.m. Very small amounts of face cloth, peri care cloths and hand towels were observed on other floors.

During the tour of the laundry room, it was observed that laundry staff only process linens when staff return soiled linens to the laundry room. Any delays in this process affects the number of linens that can be washed and dried and stored on clean linen carts allocated for each floor. No back up or spare washed linens were made available. No peri care cloths were found in the storage room to replenish any of the existing stock, however face cloths and hand towels were available.



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the Long-Term Care
Homes Act, 2007**

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Soins de longue durée**

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

Issued on this 23rd day of August, 2012

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