

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
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
Jan 20, 2021	2021_627138_0001	020421-20	Complaint

Licensee/Titulaire de permis

Hilltop Manor Nursing Home Limited
1005 St. Lawrence Street P.O. Box 430 Merrickville ON K0G 1N0

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

Hilltop Manor Nursing Home (Merrickville)
1005 St Lawrence Street P.O. Box 430 Merrickville ON K0G 1N0

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

PAULA MACDONALD (138)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): January 12-15, 2021.

Log 020421-20 related to care concerns, staffing, pest control, and housekeeping was inspected as part of this complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Assistant Director of Care, a Cook, the Director of Care, the Director of Environmental Services, housekeeping employees, Personal Support Workers, a Recreation Aide, a Registered Nurse, a Registered Practical Nurse, and residents.

The inspector conducted a tour of the home, observed care, observed a meal service and a partial snack service, reviewed resident health care records, reviewed staffing plan, reviewed preventative pest control service records, and reviewed infection prevention and control measures.

The following Inspection Protocols were used during this inspection:

**Accommodation Services - Housekeeping
Continence Care and Bowel Management
Dining Observation
Infection Prevention and Control
Nutrition and Hydration
Personal Support Services
Snack Observation
Sufficient Staffing**

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)

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>Légende</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>

Issued on this 20th day of January, 2021

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

Original report signed by the inspector.