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 performance du système de santé
Direction de l'amélioration de la performance et de la conformité

Toronto Service Area Office
5700 Yonge Street, 5th Floor
TORONTO, ON, M2M-4K5
Telephone: (416) 325-9660
Facsimile: (416) 327-4486

Bureau régional de services de Toronto
5700, rue Yonge, 5e étage
TORONTO, ON, M2M-4K5
Téléphone: (416) 325-9660
Télécopieur: (416) 327-4486

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 26, 2013	2013_157210_0025	T310-13, T307-13, T304-13	Complaint

Licensee/Titulaire de permis

THE KENSINGTON HEALTH CENTRE
25 BRUNSWICK AVENUE, TORONTO, ON, M5S-2L9

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

THE KENSINGTON GARDENS
25 BRUNSWICK AVENUE, TORONTO, ON, M5S-2L9

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

SLAVICA VUCKO (210)

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): October 11, 15, 16, 17, 2013

During the course of the inspection, the inspector(s) spoke with Personal Support Workers (PSW), Registered Nurse (RN), Life Enrichment Coordinator, Director of Nursing Care, Physiotherapist (PT)

During the course of the inspection, the inspector(s) observed the provision of resident care, reviewed clinical records

The following Inspection Protocols were used during this inspection:
Critical Incident Response

Falls Prevention

Medication

Personal Support Services

Safe and Secure Home

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 O.Reg 79/10, s. 9. Doors in a home

Specifically failed to comply with the following:

s. 9. (1) Every licensee of a long-term care home shall ensure that the following rules are complied with:
2. All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents, and those doors must be kept closed and locked when they are not being supervised by staff. O. Reg. 79/10, s. 9; O. Reg. 363/11, s. 1 (1, 2).

Findings/Faits saillants :

1. Licensee failed to ensure that all doors leading to non-residential areas are locked when they are not being supervised by staff.
A Critical Incident report indicates that in Spring 2013 Resident #2 who uses a wheelchair for mobility went to do laundry in the laundry room that is located on a non-residential area. Resident had an unwitnessed fall in the laundry room that resulted in a hip fracture and transfer to hospital. Interview with staff indicates staff never supervised resident while doing laundry in the laundry room. Observation of the laundry room located on the main floor confirmed that it was located in a non-residential area where staff launch room, offices and a board room were located. Interview with staff and two residents who use the laundry room confirms that residents know the door code or staff allows them to enter a non-residential area when they are not being supervised by staff. [s. 9. (1) 2.]

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 to ensure that all doors leading to non-residential areas are locked when residents are not supervised by staff, to be implemented voluntarily.

WN #2: 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:

s. 6. (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).

Findings/Faits saillants :

1. Licensee failed to ensure the care set out in the plan of care is provided to the resident as specified in the plan.
Review of the written plan of care for Resident #4 completed in April 2013 indicates resident to receive necessary physical assistance, extensive physical assistance, with transferring from one position to another, with mechanical lift or sit to stand lift, by two persons for constant supervision.
Review of the clinical record of Resident #4 indicates that in the second quarter of 2013 resident had a fall, during a transfer from wheelchair to bed. Interview with staff confirms resident was not constantly supervised by two persons while transferred, as required in the resident's plan of care. Resident was in the wheelchair besides the bed and the sling was under her body ready to be hung up on the lift. The lift was located at the end of the bed. While one staff was still with the resident, the other one went to the washroom to do some preparation for the resident personal care. When the second staff came back from the washroom, she\he heard noise from resident falling on the floor. Resident sustained a forehead laceration from the wheelchair foot rest.
[s. 6. (7)]

Issued on this 27th day of November, 2013

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

SLAVICA VUCKO