



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de
longue durée**

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Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
July 8, 2011	2011-159120-0020	H-001003-11 Critical Incident

Licensee/Titulaire

Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga ON L5R 4B2

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

Kilean Lodge, 83 Main Street E., Grimsby, ON L3M 1N6

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

Bernadette Susnik - Environmental Health #120

Inspection Summary / Sommaire d'inspection

The purpose of this visit was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector spoke with the Director of Care.

During the course of the inspection, the home's investigative notes regarding the incident were reviewed, along with the resident's clinical records, the home's policies and procedures and employee educational attendance records.

The following Inspection Protocols were used during this inspection:

- *Dignity Choice and Privacy*
- *Falls Prevention*

Findings of Non-Compliance were found during this inspection. The following actions were taken:

2 WN

NON- COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: *The licensee has failed to comply with the LTCHA, 2007, S.O. 2007, c.8, s.3.(1)1. Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:*

- 1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.*

Findings:

In 2011, 2 personal service workers were assisting a resident when one worker made an inappropriate and derogatory statement to the other worker regarding the elderly. This statement was made disrespectfully in the presence of the resident. The home conducted an investigation and took appropriate actions.

WN #2: *The Licensee has failed to comply with O. Reg. 79/10, s. 36. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.*

Findings:

In 2011, a personal service worker transferred a resident using an inappropriate lift for the resident's condition, compromising the safety of the resident. Another worker witnessed the unsafe transfer technique and reported it to their supervisor. According to the Director of Care, the worker admitted that they knew that the decision to use one lift over another was not appropriate and that it could have compromised the safety of the resident. The resident was not injured. The home conducted an investigation and took appropriate actions.

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.



Date of Report (if different from date(s) of inspection).

Aug 17/11