



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

**Rapport d'inspection
prévue 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**

Division de la responsabilisation et de la performance du
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|--|---|--|
| Date of inspection/Date de l'inspection May 12, 2011 | Inspection No/ d'inspection 2011_172_2917_12May114240 | Type of Inspection/Genre d'inspection Critical Incidents L-000735 L-000729 |
|--|---|--|

Licensee/Titulaire
Devonshire Erin Mills, 195 Dufferin Ave. Suite 800, London, Ontario N6A 1K7

Long-Term Care Home/Foyer de soins de longue durée
Lanark Heights Long Term Care Centre, 46 Lanark Cres. Kitchener, Ontario N2N 2Z8

Name of Inspector/Nom de l'inspecteur
Joan Woodley ID#172

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct Critical Incidents inspection.

During the course of the inspection, the inspector spoke with: 4 Dietary Aides, 5 Personal Support Workers, 2 Registered Practical Nurses, 2 Registered Nurses, 2 Assistant Directors of Nursing and Personal Care, Corporate Representative, and 2 Family members.

During the course of the inspection, the inspector: observed resident care, reviewed resident files, held interviews, and reviewed home's policy,

The following Inspection Protocols were used during this inspection:
Prevention of Abuse, Neglect and retaliation
Responsive Behaviour

Findings of Non-Compliance were found during this inspection. The following action was taken:
1 WN

Revised for Publication



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.

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-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.)

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 LTCHA, 2007, S.O. 2007, C.8, s.19(1)
Every Licensee of a long-term care home shall protected residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff. 2007, c.8, s. 19(1).

Findings:

1. On [REDACTED], a resident punched another resident.
2. On [REDACTED] a different resident was shaken by a resident.

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

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.

Jean L. Woodley

Title: Date:

Date of Report: