



**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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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date of inspection/Date de l'inspection May 13, 2011	Inspection No/ d'inspection 2011_172_2917_13May095617	Type of Inspection/Genre d'inspection Mandatory Report
Licensee/Titulaire Devonshire Erin Mills Inc. 195 Dufferin Avenue, 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		
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 Incident inspection, related to resident to resident abuse.

During the course of the inspection, the inspector spoke with: 2 Dietary Aides, 2 Personal Support Workers, 2 Registered Practical Nurses, 1 Registered Nurse, 2 family members, 2 residents, and Acting Administrator.

During the course of the inspection, the inspector: observed resident care, reviewed resident files, interviewed residents, staff, families and administration.

The following Inspection Protocols were during this inspection: Prevention of Abuse, Neglect and Retaliation; and 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.

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

Findings:

1. May 13, 2011 through a chart review, a staff interview and resident interview it was confirmed that on [REDACTED] one resident pounded another resident's hand resulting in pain for the second 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. Hodley

Title:

Date:

Date of Report:

May 20/11