



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

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

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Apr 16, 17, 18, 26, May 9, 2012; 2012_060127_0015; Critical Incident

Licensee/Titulaire de permis

2063414 ONTARIO LIMITED AS GENERAL PARTNER OF 2063414 INVESTMENT LP 302 Town Centre Blvd., Suite #200, TORONTO, ON, L3R-0E8

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

LEISUREWORLD CAREGIVING CENTRE - BRANTFORD 389 WEST STREET, BRANTFORD, ON, N3R-3V9

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

RICHARD HAYDEN (127)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with residents, the administrator and directors of care regarding H-000119-12, H-000120-12 and H-000160-12.

During the course of the inspection, the inspector(s) reviewed the home's policies and procedures, management's investigation files for the incidents, documentation related to staff training and two employee's personnel files.

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

Quality Improvement

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES



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<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>Legendé</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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records
Specifically failed to comply with the following subsections:

s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,
(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and
(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :



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1. The licensee failed to ensure its policy and procedure on abuse and neglect was complied with by staff who witnessed, suspected or were informed of alleged resident abuse.

On April 17, 2012, the inspector confirmed the following:

Leisureworld's Abuse and Neglect Resident policy states, "All employees, volunteers, agency staff, private duty caregivers, contracted service providers, residents and families are required to immediately report any suspected or known incident of abuse or neglect to the Director of MOHLTC and the Director of Administration or designate in charge of the home."

Staff who witnessed the suspected abuse of an identified resident in 2012, did not report their suspicion to the administrator or director of care for the home until six days later.

Leisureworld's Abuse and Neglect Resident policy under the heading 'The Investigation' states,

"1) The Director of Administration or designate initiates the investigation by requesting that anyone aware of or involved in the situation write, sign and date a statement accurately describing the event...

2) The alleged abuser is also asked to write, sign and date a statement of the event

3) The written statements are obtained as close to the event as possible"

Staff who took a statement from an identified resident, who alleged being abused, reported the suspected abuse to the director of care in 2012. The first entry in his/her investigation notes was five days later.

On April 17, 2012, the inspector spoke with an identified resident. He/She was able to describe in detail that a personal support worker (PSW) was abusive in providing care to him/her. According to this resident, the abuse happened several times and he/she reported it several times to the registered nurse (RN) on shift, who said a note would be recorded about it. The resident said he/she reported the abuse but then nothing was done about it.

A hand-written note from the PSW whom the resident alleged abused him/her was discovered by the administrator in the director of care's office in 2012. The written note described the incident/interaction with the resident and was dated several weeks earlier. There was no indication that the director of care initiated an investigation into this incident of suspected abuse.

The inspector did not confirm during this inspection that the licensee failed to protect resident's from abuse by anyone.

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 with all LTC home staff following the "Abuse and Neglect Resident" policy and procedure, to be implemented voluntarily.

Issued on this 4th day of June, 2012



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

A handwritten signature in black ink, appearing to be "A. [unclear]".