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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Nov 16, 29, 2011	2011_043157_0032	Complaint

**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 - SCARBOROUGH  
130 MIDLAND AVENUE, SCARBOROUGH, ON, M1N-4B2

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

PATRICIA POWERS (157)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Resident Relations Coordinator, four residents, one Registered Nurse, one Registered Practical Nurse, one housekeeper, six Personal Support Workers, one family member.

During the course of the inspection, the inspector(s) investigated three complaints - Log #000842, Log #000265, Log #001427. The inspector observed the physical environment and furnishings in resident rooms, corridors, dining rooms, storage areas, bathing/shower facilities. Observed practices in the provision of care to residents, observed resident:staff interactions during the provision of personal care and during meal services, tested water temperatures in bathing areas on the 3rd, 5th and 6th floor.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Accommodation Services - Maintenance

Dining Observation

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services  
Specifically failed to comply with the following subsections:**

**s. 15. (2) Every licensee of a long-term care home shall ensure that,**  
**(a) the home, furnishings and equipment are kept clean and sanitary;**  
**(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and**  
**(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

**Findings/Faits saillants :**

1. The home, furnishings and equipment are not maintained in a safe condition and in a good state of repair:

5th floor shower room:

- Ceramic tiles are missing in large area on the wall under the maintenance box resulting in a surface that cannot be properly cleaned
- Ceramic tiles at the corner of the shower stall are chipped, ceramic tiles are missing leaving sharp edges with the potential to cause injury and an unfinished surface that cannot be cleaned
- Ceiling is stained and paint is peeling in the shower area resulting in an infection control risk as a result of a surface that cannot be cleaned

3rd floor:

The bedside table drawers in an identified room are broken - drawers are falling and could not be opened without great force resulting in a risk of injury to residents [s.15(2)(c)]

Related to Log # 000842

2. 5th floor shower room:

- There is an accumulated, thick layer of old dirt at the edge of shower stall and a layer of old dirt on the shower floor
- The fabric chair in the shower room was heavily soiled and stained [s.15(2)(a)]

Related to Log #001427

**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 the home, furnishings and equipment are kept clean and sanitary, to be implemented voluntarily.***

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services**

Specifically failed to comply with the following subsections:

- s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
- (a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;
  - (b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment;
  - (c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection;
  - (d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks;
  - (e) gas or electric fireplaces and heat generating equipment other than the heating system referred to in clause (c) are inspected by a qualified individual at least annually, and that documentation is kept of the inspection;
  - (f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service;
  - (g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature;
  - (h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;
  - (i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius;
  - (j) if the home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order; and
  - (k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).

**Findings/Faits saillants :**

1. Nov 16, 2011 - Water temperatures tested in the following areas:

6th floor:

South wing shower 30 degrees

5th floor:

South wing shower 35 degrees

3rd floor:

South wing shower shower 38 degrees

- Administrator advises that the home has experienced some fluctuation in water temperatures

- Personal Support Workers on 5th floor advised the inspector that water temperatures regularly fluctuate while a resident is being showered - water can become very cool without warning [r.90(2)(i)]

Related to Complaint Log #001427

**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 the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees celsius at all times, to be implemented voluntarily.***

Issued on this 29th day of November, 2011



**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  
prévus le Loi de 2007 les  
foyers de soins de longue**

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