



**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**

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<b>Dates of inspection/Date de l'inspection</b> JULY 28, AUGUST 3, 19, 25, 2010	<b>Inspection No/ d'inspection</b> 2010_112_2878_26Jul103743	<b>Type of Inspection/Genre d'inspection</b> Complaint Log # L00207
<b>Licensee/Titulaire</b> Devonshire Erin Mills Inc. 195 Dufferin Avenue, Suite 800, London, N6A 1K7		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Longworth Long Term Care Facility, 590 Longworth Road, London, N6K 4X9		
<b>Name of Inspector/Nom de l'inspecteur</b> Carole Alexander Inspector #112		
<b>Inspection Summary/Sommaire d'inspection</b>		
<p>The purpose of this inspection was to conduct a complaint inspection into allegations of an alleged incident of resident abuse.</p> <p>During the course of the inspection, the inspector spoke with: members of the management team which included the Administrator, Director of Care, Registered staff, PSW staff, Attending Physician, residents, and family members of residents.</p> <p>During the course of the inspection, the inspector: Observed a lunch dining service and a medication administration pass. Staff to resident interactions was observed. Reviewed the home's "Complaint Policy" on August 3, 2010. Review the home's in-service education program.</p> <p>The following Inspection Protocols were used in part or in whole during this inspection: Reporting and Complaints Inspection Protocol</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:  2WN 2VPC</p>		



**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 Long-Term Care Homes Program Manual Standards and Criteria:**

**Criterion M1.18**

The facility's policies, procedures and work routines shall be followed in the provision of care and services. Staff shall be reinstructed when required.

**Findings:**

- 1) The management of the home did not conduct an investigation in keeping with their "Issue or Concern Policy" relating to complaints brought forward to management.
- 2) Timeline for collecting information in the home's "Issue or Concern Policy" was not adhered to. Complaint of alleged force feeding was received on June 30, 2010. The home's policy states that the collecting of statements is to begin on the day of the allegation. The home's investigation is to begin immediately. Complaint received June 30, 2010. Timeframe for collecting staff statements began on July 19, through to 26, 2010.
- 3) Staff not reinstructed when required. Identified staff educational needs, such as feeding techniques and residents' requiring extra assistance not provided.

Inspector ID #: 112

**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 relating to educational assessments, to be implemented voluntarily.

**WN #2: The Licensee has failed to comply with the Long-Term Care Homes Act, 2007 S.O. 2007, Chapter 8 S. 79. (1)(3)(e) Every licensee of a long-term care home shall ensure that the required information is posted in the home, in a conspicuous and easily accessible location in a manner that complies with the requirements, if any, established by the regulations. The required information for the purposes of subsections (1) and (2) is, the long term care home's procedure for initiating complaints to the licensee**



**Findings:**

The home's procedure for initiating complaints was not observed to be posted in any area of the home on July 28, 2010.

Inspector ID #: 112

**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 related to posting of required information, to be implemented voluntarily.

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.

Title: Date:

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