



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 sous la Loi de 2007 sur les foyers de soins de longue durée

**Health System Accountability and Performance Division
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**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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jul 10, 2014	2014_303563_0020	000889-14 001552-14	Complaint

Licensee/Titulaire de permis

DEVONSHIRE ERIN MILLS INC.
195 DUFFERIN AVENUE, SUITE 800, LONDON, ON, N6A-1K7

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

WESTMOUNT GARDENS LONG TERM CARE HOME
590 Longworth Road, LONDON, ON, N6K-4X9

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

MELANIE NORTHEY (563)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): July 8, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, the Assistant Manager of Resident Care, one Environmental Service Worker, and one Registered Practical Nurse.

During the course of the inspection, the inspector(s) made observations of the Lily of the Valley Resident Home Area, reviewed maintenance logs for ventilation cleaning and other relevant documentation.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance**



Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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 O.Reg 79/10, s. 90. Maintenance services

Specifically failed to comply with the following:

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(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; O. Reg. 79/10, s. 90 (2).**

Findings/Faits saillants :



1. The licensee failed to ensure that procedures are developed and implemented to ensure that the heating, ventilation and air conditioning systems are cleaned, in good state of repair, inspected at least every six months by a certified individual, and that documentation is kept of the inspection.

Staff Interview with the Administrator on July 8, 2014 at 1200 hrs. revealed the Maintenance Manager did not perform remedial or preventative maintenance for the ventilation system in the home. The Administrator provided a list identifying the Resident Home Areas (RHA) and the date when the vents were last cleaned:

Apple Blossom

- resident room vents last cleaned February 9, 2011
- short hall and dining hall vents last cleaned May 28, 2012
- multi programs room vent last cleaned August 13, 2012
- sitting room vents last cleaned February 12, 2013
- dining room and WC washroom vents last cleaned August 13, 2012
- clean and dirty utility rooms vents last cleaned January 17, 2013
- tub/shower/grooming room vents last cleaned December 28, 2012
- servery vent last cleaned February 16, 2011

Daisy

- resident room vents last cleaned February 9, 2011
- short hall and dining hall vents last cleaned May 28, 2012
- multi programs room vent last cleaned August 13, 2012
- dining room and sitting room vents last cleaned February 16, 2011
- wheelchair (WC) washroom vent last cleaned August 13, 2012
- clean and dirty utility rooms vents last cleaned January 17, 2013
- tub/shower/grooming room vents last cleaned August 13, 2012
- servery vent last cleaned February 16, 2011

Lily of the Valley

- resident room vents last cleaned March 4, 2013
- short hall and dining hall vents last cleaned February 10, 2011
- multi programs room vent last cleaned March 4, 2012
- dining room vent last cleaned March 4, 2013
- sitting room vents last cleaned July 27, 2012
- WC washroom vent last cleaned March 4, 2013
- clean and dirty utility rooms vents last cleaned March 4, 2013



- tub/shower/grooming room vents last cleaned March 4, 2013
- servery vent last cleaned March 4, 2013

Yellow Rose

- resident room vents last cleaned March 5 & 7, 2013
- short hall and dining hall vents last cleaned February 10, 2011
- multi programs room vent last cleaned March 5, 2013
- dining room and sitting room vents last cleaned March 8, 2013
- WC washroom vent last cleaned February 16, 2011
- clean and dirty utility rooms vents last cleaned March 8, 2013
- tub/shower/grooming room vents last cleaned March 8, 2013
- servery vent last cleaned March 4, 2013

Iris

- resident room vents last cleaned January 11, 2011
- short hall (east) and long hall and dining short hall (west) vents last cleaned February 10, 2011
- multi programs room vent last cleaned February 16, 2011
- dining room and sitting room vents last cleaned February 16, 2011
- WC washroom vent last cleaned February 16, 2011
- clean and dirty utility rooms vents last cleaned December 1, 2009
- tub/shower/grooming room vents last cleaned February 16, 2011
- servery vent last cleaned February 16, 2011

All fan coils on first floor and filters changed July 18 & 26, 2013

Observation of the Lily of the Valley RHA at 1010 hrs. revealed the ceiling vent behind the nursing station was clogged with dust, a darkened area was forming near the wall side of the ceiling vent and where previous plaster repair was done, along the outside edge of the vent was speckled with a black mold like substance, and there was no air flow to or from this vent.

Interview with an Environmental Service Worker (ESW) on July 8, 2014 at 1025 hrs. revealed it is the responsibility of the maintenance staff to clean and maintain the ventilation system. ESW confirmed the ceiling vent in the nursing station was clogged with dust and that the last time it was cleaned was well over a year ago. A free standing vent in the resident lounge area was also clogged with dust and the ESW confirmed those filters were also last changed over a year ago. [s. 90. (2) (c)]



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Homes Act, 2007**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

Issued on this 10th day of July, 2014

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