



**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 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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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Aug 17, 24, 2012	2012_087128_0015	Complaint

**Licensee/Titulaire de permis**

GROSVENOR HEALTH CARE PARTNERSHIP (NO. 3)  
150 WATER STREET SOUTH, CAMBRIDGE, ON, N1R-3E2

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

MAITLAND MANOR  
290 SOUTH STREET, GODERICH, ON, N7A-4G6

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

RUTH HILDEBRAND (128)

**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, Director of Care, Activation Manager, two Registered Practical Nurses, three Personal Support Workers, one Summer Student, one Housekeeping Aide and five Residents.

During the course of the inspection, the inspector(s) reviewed staff training records related to abuse and neglect, and reviewed the complaints log and procedures pertaining to complaints as related to Log #L-000860-12 and L-008882-12.

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

Reporting and Complaints

There are no findings of Non-Compliance as a result of this inspection.

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



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<b>Legend</b> WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b> 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.)  The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.  Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 24th day of August, 2012

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