



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
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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Nov 22, Dec 12, 2012; 2012\_090172\_0072; Complaint

Licensee/Titulaire de permis

ST. JOSEPH'S HEALTH CARE, LONDON
268 Grosvenor Street, P.O. Box 5777, LONDON, ON, N6A-4V2

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

ST. JOSEPH'S HEALTH CARE, LONDON - MOUNT HOPE CENTRE FOR LONG TERM CARE - MARIAN VILLA
200 COLLEGE AVENUE, P.O. BOX 5777, LONDON, ON, N6A-1Y1

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

JOAN WOODLEY (172)

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 Director of Long Term Care, the Resident Care Coordinator, a Facilities Engineering Coordinator, 1 Registered Nurse, 2 Personal Support Workers and a resident.

During the course of the inspection, the inspector(s) completed a walk through; reviewed a maintenance computerized work order book; the 24 hour temperature record for the North West and North East Rad zones; the 24 hour temperature records for Nov.23-24, 2012 of 10 randomly picked rooms on each floor of Marian Villa, the Code Grey Emergency Response Procedure and Preventative Maintenance documents related to the Basement Air Handling Unit, the Steam and Heating Water Control Valves and the HVAC monthly inspections.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

<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.)	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. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.**

**Findings/Faits saillants :**

1. A fax was received from the home with the hourly air temperature readings, for 10 random rooms per 5 floors at Marian Villa, completed on Nov.23-24, 2012.

A total of 56 readings were less than 22 Celsius out of 960 readings = 6% on the first four floors. The 5th floor is on a different heating system.

2. Staff interview with the Resident Care Coordinator and a Personal Support Worker, revealed they found their Resident Home Area cold on the day of the inspection and there had been reports of the floor being cold since the weekend.

Staff interview with a Registered Nurse revealed the home had been "terribly cold" over the weekend.

3. Observations of a resident's thermometer revealed a temperature reading of 20 Celsius.

[ O.Reg.79/10,s.21.]

**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 the home is maintained at a minimum temperature of 22 Celsius, to be implemented voluntarily.***

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 230. Emergency plans**



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Specifically failed to comply with the following subsections:

s. 230. (4) The licensee shall ensure that the emergency plans provide for the following:

- 1. Dealing with,
i. fires,
ii. community disasters,
iii. violent outbursts,
iv. bomb threats,
v. medical emergencies,
vi. chemical spills,
vii. situations involving a missing resident, and
viii. loss of one or more essential services.
2. Evacuation of the home, including a system in the home to account for the whereabouts of all residents in the event that it is necessary to evacuate and relocate residents and evacuate staff and others in case of an emergency.
3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the home.
4. Identification of the community agencies, partner facilities and resources that will be involved in responding to the emergency. O. Reg. 79/10, s. 230 (4).

Findings/Faits saillants :

- 1. Staff interview with Resident Care Coordinator revealed she did not think they had anything formal, in writing to address emergency situations rather that at the time of an emergency a meeting is held and they would determine what needed to be implemented.
2. A copy of Marian Villa's Code Grey Emergency Response Procedures, dated August 2011 was reviewed. This procedure gives direction as to who is to be notified but no specifics found in writing to deal with emergency situations such as loss of one or more essential services or resources, supplies and equipment vital for the emergency response being set aside and readily available at the home.
[O.Reg.79/10,s.230(4)1.and 3.]

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 by ensuring the home has written contingency plans specific to different emergencies, to be implemented voluntarily.

Issued on this 12th day of December, 2012

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs
[Handwritten signature: Ivan A. Hodley, RN]