



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

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130 avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jul 11, 2016	2016_457630_0028	005726-16	Complaint

Licensee/Titulaire de permis

MEADOW PARK (LONDON) INC
689 YONGE STREET MIDLAND ON L4R 2E1

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

MEADOW PARK (LONDON) INC.
1210 SOUTHDALE ROAD EAST LONDON ON N6E 1B4

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

AMIE GIBBS-WARD (630)

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 5, 6 & 7, 2016.

**The following Complaint inspection was conducted:
005726-16/IL-43320-LO, IL43189-LO & IL43580-LO – Complaint related to alleged
staff to resident verbal abuse, multiple personal care issues and housekeeping**

**A Written Notification and Voluntary Plan of Correction identified in this complaint
inspection have been issued in the Complaint Inspection report
#2016_457630_0026 with log #012812-16 for the following:
O. Reg 101 (1) 1. Licensee failed to investigate verbal complaints.**

**The following intakes were inspected at the same time as this Critical Incident
inspection and can be found in separate reports:
012812/16/IL-44470-LO – Complaint related to alleged staff to resident verbal abuse
004345-16/CI 2643-000009-16 - Critical Incident related to alleged staff to resident
abuse
018957-16/HLTC2966MC-2016-6116 – Complaint related to alleged staff to resident
abuse
006440-16/IL-43241-LO & IL-43625-LO – Complaint related to alleged neglect, pain
management, medication administration and multiple personal care issues
008653-16/IL-43315-LO & IL-43385-LO – Complaint related to resident's bill of rights
005993-16/IL-43300-LO – Complaint related to alleged staff to resident verbal abuse**

Inspector #635 (Charles Smith) was also present during this inspection.

**During the course of the inspection, the inspector(s) spoke with the Administrator,
the Director of Care, the Co-Director of Care, the Food Services Supervisor, the
Staff Educator, the Resident Family Staff Coordinator, the Quality Nurse, one
Registered Nurse (RN), one Registered Practical Nurse (RPN), six Personal Support
Workers (PSWs), one Dietary Aide, one family member and three residents.
The inspectors also observed resident rooms and common areas, observed
residents and the care provided to them, reviewed health care records and plans of
care for identified residents, reviewed policies and procedures of the home and
reviewed staff education records.**

The following Inspection Protocols were used during this inspection:



Dignity, Choice and Privacy

During the course of this inspection, Non-Compliances were not issued.

- 0 WN(s)
- 0 VPC(s)
- 0 CO(s)
- 0 DR(s)
- 0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



**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**

Issued on this 11th day of July, 2016

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

Original report signed by the inspector.