



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prevue 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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton, ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ème} étage
Hamilton, ON L8P 4Y7

**Ministère de la Santé et des Soins de
longue durée**

Telephone: 905-546-8294
Facsimilie: 905-546-8255

Téléphone: 905-546-8294
Télécopieur: 905-546-8255

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date of Inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
14 October 2010	2010_127_2124_14Oct115134	Complaint (H-02064)

Licensee/Titulaire
The Royal Crest Lifecare Group Inc. c/o Ernst and Young Inc., 222 Bay Street, TD Centre P.O. Box 251, Toronto ON M5K 1J7

Long-Term Care Home/Foyer de soins de longue durée
Mississauga Lifecare Centre, 55 The Queensway West, Mississauga ON L5B 1B5

Name of Inspector(s)/Nom de l'inspecteur(s)
Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection relating to call bells and resident care.

During the course of the inspection, the inspector spoke with the Assistant Administrator, Director of Care, Evening RN Supervisor and a technician from Nutech Fire Protection Co. Ltd.

During the course of the inspection, the inspector checked the operation of call bells on the 3rd floor, reviewed the plan of care for one resident and took copies of Nutech's service order and the home's attendance sheet for an in-service provided on 12 October 2010.

The following Inspection Protocols were used during this inspection:

- Safe and Secure Environment
- Continence Care and Bowel Management

Findings of Non-Compliance were found during this inspection. The following action was taken:

1 WN

NON- COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avvis 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'exigences prevue le paragraph 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 prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 51(2)(g):
Every licensee of a long-term care home shall ensure that, residents who require continence care products have sufficient changes to remain clean, dry and comfortable;

Findings:

A resident was not provided care to change a soiled brief for 1 hour following the initial call for assistance. Four of five personal service workers on shift attended an in-service and three Registered staff remained on the floor with this PSW. Care was not provided to the resident until the full complement of staff returned to the floor.

Inspector ID #: 127

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)