



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

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

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

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## Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 16, 2017	2017_536537_0036	021491-17, 021519-17, 021764-17	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

Mount Hope Centre for Long Term Care  
21 GROSVENOR STREET P.O. BOX 5777 LONDON ON N6A 1Y6

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

NANCY SINCLAIR (537)

## 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): September 11, 12, 13, 14, 15, 18, 19, 20, 21, 22, 26, 27, 28, 29 and October 3, 2017

The following inspections were completed:  
Related to the prevention of abuse and neglect:

Log #021519-17/IL-52815-LO

Log #021491-17/CIS C596-000094-17

Log #021764-17/CIS C596-000095-17



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**A Written Notification (WN) and Compliance Order under LTCHA 2007, c.8, s.6(7) (10)(b), identified in this inspection will be issued under a Follow Up Inspection 2017\_536537\_0035 Log #012053-17;012057-17 concurrently inspected during this inspection.**

**A Written Notification (WN) and Compliance Order under LTCHA 2007, c.8, s.19(1), identified in this inspection will be issued under a Follow Up Inspection 2017\_536537\_0035 Log #012053-17;012057-17 concurrently inspected during this inspection.**

**During the course of the inspection, the inspector(s) spoke with The Interim Directors, Coordinator St Mary's (CSM), Coordinator Marian Villa (CMV), Point Click Care (PCC) Support, Administrative Assistant, Quality Project Lead, Director of Facilities Management (D)FM), Assistant Coordinator of Care St Mary's, Assistant Coordinator Marian Villa, Registered Dietitian (RD), Coordinator Dietary, Manager Resident Services Sienna, Resident Assessment Instrument (RAI) Consultant, Human Resources Manager Medical Priorities, Coordinator Medical Priorities, Staff Educator, Scheduling Lead, Privacy Consultant St. Josephs, Detective London Police Services, Pharmacist, Bellwright, five Registered Nurses (RN), 16 Registered Practical Nurses (RPN), 34 Personal Care Providers (PCP), one Personal Care Assistant (PCA), one Housekeeping Aide, one Dietary Aide, one Therapeutic Recreation Aide, families and residents.**

**The inspector(s) also observed resident rooms and common areas, observed medication storage areas, observed medication administration, observed residents and the care provided to them, reviewed health care records and plans of care for identified residents, reviewed assessments, various policies and procedures of the home, training records and the home's internal plans, reviewed various meeting minutes, and the general maintenance, cleaning and condition of the home.**

**The following Inspection Protocols were used during this inspection:  
Personal Support Services  
Prevention of Abuse, Neglect and Retaliation**



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

#### Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

#### Legendé

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.



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**Issued on this 30th day of November, 2017**

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

**Original report signed by the inspector.**