



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

**Rapport d'inspection
p. vue 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

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

Division de la responsabilisation et de la performance du
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Date of inspection/Date de l'inspection May 12, 2011	Inspection No/ d'inspection 2011_105_8596_12May090358	Type of Inspection/Genre d'inspection L-000622 Complaint
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Licensee/Titulaire
St. Joseph's Health Services Association of London Inc. 268 Grosvenor St. PO Box 5777 London ON N6A 4V2

Long-Term Care Home/Foyer de soins de longue durée
Mount Hope Centre for LTC 21 Gosvenor St., PO Box 5777 London ON N6A 1Y6

Name of Inspector/Nom de l'inspecteur
June Osborn #105

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to resident care/rights.

During the course of the inspection, the inspector spoke with the resident, the resident care coordinator, 2 personal support workers, and 1 registered nurse.

During the course of the inspection, the inspector reviewed the plan of care, the assessment of resident needs and interviewed staff and residents.

The following Inspection Protocols were used during this inspection: Contenance Care and Bowel Management

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

3 WN

Revised for Publication

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis 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'exigence prévue le paragraphe 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 prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O. c.8, s.3(1)1.

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Findings:

1. [REDACTED] this resident asked for assistance to change out of a wet brief. The resident was assisted with the removal of the wet brief but the personal support staff left [REDACTED] without another in its place, also referred to the situation as gross which offended the resident and the resident was left to get [REDACTED] into bed. The resident was cold and humiliated.

Inspector ID #: 105

WN #2: The Licensee has failed to comply with LTCHA, 2007, S.O. c.8, s.6(1)(c).

Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident.

Findings:

1. Plan of care is contradictory re: toileting times. In one place it directs every 2 hours and in another it directs before breakfast, after lunch, before supper, at bedtime and as requested.

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WN #3: The Licensee has failed to comply with LTCHA, 2007, S.O. c. 8, s. 6(7). The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings:

1. The resident did not receive the required care, as [redacted] was left with no brief on and no assistance into bed. The plan of care states, "Bladder Continence: Incontinent. Toileting routine. Pads or briefs used. Staff to toilet acb, pci, acs and hs and as requested. Wears disposable briefs to be checked q2-3 hours and prn, change and provide peri care when needed." (acb= before breakfast, pci= after lunch, acs= before supper and hs= bedtime)

Inspector ID #: 105

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: May 18, 2011