



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

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

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 8, 2014	2014_295556_0012	O-000319-13	Follow up

Licensee/Titulaire de permis

NORTH RENFREW LONG-TERM CARE SERVICES INC.
47 Ridge Rd, DEEP RIVER, ON, K0J-1P0

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

NORTH RENFREW LONG-TERM CARE SERVICES INC.
47 RIDGE ROAD, P.O. BOX 1988, DEEP RIVER, ON, K0J-1P0

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

WENDY PATTERSON (556)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): April 4, and 7, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Services, and one Registered Nurse.

During the course of the inspection, the inspector(s) observed resident care area, staff to resident interactions, reviewed the Registered Staff schedules from December 15, 2013 until April 4, 2014, and reviewed the Registered Staff schedules from April 4, 2014 until May 31, 2014.

The following Inspection Protocols were used during this inspection:
Sufficient Staffing



Findings of Non-Compliance were found during this inspection.

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>

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 8. Nursing and personal support services

Specifically failed to comply with the following:

s. 8. (3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c. 8, s. 8 (3).

Findings/Faits saillants :



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1. The licensee has failed to comply with the LTCHA, S.O. 2007, c. 8 s. 8 (3) in that the home did not have a registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home on duty and present in the home at all times.

North Renfrew Long-Term Care Centre was first issued a compliance order related to lack of 24/7 registered nurse coverage in November 2011. The compliance order was re-issued in August 2012, and again in April 2013.

A follow-up inspection to the order was conducted on April 4, and 7, 2014, at which time the registered staff schedule was reviewed from December 15, 2013 until April 4, 2014

There were seven shifts that did not have at least one registered nurse on duty and present in the home: December 27, 2013; January 25, 2014; February 22, 2014, February 23, 2014, March 15, 2014, March 16, 2014, and March 23, 2014. These shifts were staffed with a Registered Practical Nurse and a Registered Nurse was on call.

In section 45. (2) of the regulations it states that emergency means an unforeseen situation of a serious nature that prevents a registered nurse from getting to the long-term care home. The shifts indicated above were not the result of an emergency therefore the exceptions to the requirement that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff are not applicable as per Ontario Regulations 79/10 s. 45 (1).

In an interview the Manager of Resident Services stated that there was no emergency that prevented a registered nurse from getting to the long-term care home on the actual dates where the shifts were covered by a registered practical nurse. The Manager of Resident Services further stated that the home has recently been successful in recruiting a registered nurse and that all shifts will be covered going forward. [s. 8. (3)] [s. 8. (3)]

Additional Required Actions:

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector".



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Issued on this 8th day of April, 2014

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

Wendy Patterson