



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

Health System Accountability and Performance Division  
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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) /<br>Date(s) du Rapport | Inspection No /<br>No de l'inspection | Log # /<br>Registre no | Type of Inspection /<br>Genre d'inspection |
|--|---------------------------------------|------------------------|--|
| Apr 8, 2014                            | 2014_295556_0010                      | O-000912-<br>13        | Complaint                                  |

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 Complaint 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 (MRS), a Registered Nurse (RN), and a Personal Support Worker (PSW).

During the course of the inspection, the inspector(s) toured Resident Care Area, observed staff to resident interactions, observed resident to resident interactions, reviewed staffing schedules, and reviewed six months of Incident and Near Miss Reports.

The following Inspection Protocols were used during this inspection:



### Sufficient Staffing

There are no findings of Non-Compliance as a result of this inspection.

| <b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>   |  |
|---|--|
| <b>Legend</b>   | <b>Legendé</b>   |
| WN – Written Notification   | WN – Avis écrit  |
| VPC – Voluntary Plan of Correction  | VPC – Plan de redressement volontaire  |
| DR – Director Referral  | DR – Aiguillage au directeur   |
| CO – Compliance Order   | CO – Ordre de conformité   |
| WAO – Work and Activity Order   | 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.) | 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. |
| The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.   | 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 8th day of April, 2014

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

WENDY PATTERSON