

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

Rapport d'inspection prévue
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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Oct 30, 2019	2019_725522_0015	017108-19, 018669-19	Complaint

Licensee/Titulaire de permis

Vigour Limited Partnership on behalf of Vigour General Partner Inc.
302 Town Centre Blvd Suite 300 MARKHAM ON L3R 0E8

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

Secord Trails Care Community
263 Wonham Street South INGERSOLL ON N5C 3P6

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

JULIE LAMPMAN (522)

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): October 3, 8, 9, 10, 11, 15, 16, 17, 18, and 21, 2019.

Complaint intake IL-69851-LO/Log #017108-19 and #018669-19 related to sufficient staffing, skin and wound, pain management, nutrition and hydration, personal care, and medication administration was inspected.

This inspection was completed concurrently with Critical Incident System (CIS) Inspection #2628-000027-19/Log #017979-19.

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, the Assistant Director of Care, the Director of Support Services, a Registered Practical Nurse, Personal Support Workers (PSW), Behavioral Supports Ontario (BSO) PSW, Physiotherapy Aide, Restorative Care Staff, Recreation Aide, Staffing Coordinator and residents.

The inspector also observed staff to resident interactions, the provision of resident care, reviewed resident clinical records, bathing schedules, daily rosters, medication incident reports, and the written staffing plan of the home.

The following Inspection Protocols were used during this inspection:

Medication

Nutrition and Hydration

Pain

Personal Support Services

Skin and Wound Care

Sufficient Staffing

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

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>Légende</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 O.Reg 79/10, s. 31. Nursing and personal support services

Specifically failed to comply with the following:

s. 31. (3) The staffing plan must,

(a) provide for a staffing mix that is consistent with residents' assessed care and safety needs and that meets the requirements set out in the Act and this Regulation; O. Reg. 79/10, s. 31 (3).

(b) set out the organization and scheduling of staff shifts; O. Reg. 79/10, s. 31 (3).

(c) promote continuity of care by minimizing the number of different staff members who provide nursing and personal support services to each resident; O. Reg. 79/10, s. 31 (3).

(d) include a back-up plan for nursing and personal care staffing that addresses situations when staff, including the staff who must provide the nursing coverage required under subsection 8 (3) of the Act, cannot come to work; and O. Reg. 79/10, s. 31 (3).

(e) be evaluated and updated at least annually in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices. O. Reg. 79/10, s. 31 (3).

Findings/Faits saillants :

1. The licensee has failed to ensure that the written staffing plan provided for a staffing mix that was consistent with residents' assessed care and safety needs.

This finding of noncompliance is further evidence to support compliance order #001 that was issued on October 2, 2019, during Complaint Inspection #2019_725522_0014 with a compliance due date of November 29, 2019.

A complaint was received by the Ministry of Long-Term Care related to staffing shortages personal care, pain management, skin and wound, nutrition and hydration and medication administration.

Review of the home's draft Contingency Plan dated August 2019, provided by Scheduling Coordinator #109 noted the following:

"We will make every effort to avoid staffing shortage. However, in the event that the team is working short, the RN should utilize the call-in process to find staff to fill the vacant positions and reach out to the contract agencies for coverage.

Staff should work together in a collaborative effort to ensure that resident care is

completed, focusing on the essential tasks."

The contingency plan indicated for Personal Support Workers (PSWs) stated in part:

0600 to 1400 hour shift there were seven PSWs for three home areas and one PSW for bathing.

If one PSW short – "Utilizing the call in process, offer straight time to PSWs including any FT PSWs who are working less than 10 shifts in current pay period. If no one accepts straight time:

- If sick call is on Rose Lane, assignment #1 goes to fill sick call and offer overtime from 0600 - 1400 for Rose Lane.
- If sick call is bath shift, RN will ask for a volunteer to change assignments
- If no volunteers, assignment #1 becomes bath shift and offer overtime from 0600 - 1400 for Rose Lane."

If two PSWs short: "Utilizing the call in process, offer straight time to PSWs including any FT PSWs who are working less than 10 shifts in current pay period. If no one accepts straight time:

- Re-assign bath shift to home area with only one PSW
- If one of the sick calls is on Rose Lane, offer overtime from 0600 – 1400.
- If sick calls are no on Rose Lane, assignment #1 goes to the sick call and offer overtime from 0600 - 1100 for Rose Lane.
- Offer overtime from 0600 - 1100 for bath shift (or adjust the 5 hours as necessary for 1400 - 2200 shift)
- If no one accepts overtime for the bath shift, PSW must complete bed baths and document
- Contact on-call manager and at direction, contact agency for PSW coverage."

1400 – 2200 hours there were seven PSWs for three home areas and one PSW (1500 – 2100) for bathing.

If one PSW short: "Utilizing the call in process, offer straight time to PSWs including any FT PSWs who are working less than 10 shifts in current pay period. If no one accepts straight time:

- Offer a full 1400 - 2200 shift to the 1500-2100 assignment.
- Offer 3 hours overtime for the bath shift.
- If 1500 – 2100 (bath) person cannot extend the shift to 1400 – 2200, then offer 4 hours for bath shift and 1500 – 2100 person will work in the area of the sick call.”

If two PSWs short: “Utilizing the call in process, offer straight time to PSWs including any FT PSWs who are working less than 10 shifts in current pay period. If no one accepts straight time:

- Offer a full 1400 - 2200 shift to the 1500-2100 (bath) assignment.
- Offer overtime from 1700 – 2200 (or adjust the 5 hours as necessary for the 0600 – 1400 shift).
- Offer 3 hours of overtime for the bath shift.
- If 1500 – 2100 (bath) person cannot extend the shift to 1400 – 2200, then offer 4 hours for bath shift and 1500 – 2100 (bath) person will work in the area of the sick call.”

2200 – 0600 hours, there was one PSW on each home area.

If one PSW short “Utilizing the call in process, offer straight time to PSWs including any FT PSWs who are working less than 10 shifts in current pay period. If no one accepts straight time:

- Offer overtime to PSWs
- If no one accepts overtime, each PSW covers one and half home area
- Registered staff on duty to assist PSWs as they are able.”

A) In an interview, resident #001 stated they had not had a bath in weeks, did not receive assistance with skin care, turning and repositioning, and did not receive snacks at their scheduled times. Resident #001 stated weekends were the worst as the home was always short staffed.

Review of documentation from Point of Care (POC) noted resident #001 did not receive a bath on two specific dates.

Review of resident #001’s electronic progress notes in Point Click Care (PCC) noted no documentation which indicated resident #001 had refused a bath on those two specific dates.

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Review of the home's daily roster noted on one of the days resident #001 missed their bath the 0600 – 1400 hours shift was short a PSW from 0600 - 1000 hours and the 0600 -1400 hours bath PSW. The 1400 – 2200 hours shift was short a PSW from 1400 - 1800 hours.

The second date resident #001 missed their bath the 0600-1400 hours shift was short a PSW from 0600-1400 hours and the bath PSW from 0600-1000 hours. The 2200-0600 hours shift was short a PSW from 0030 - 0600 hours.

Review of the Communication Book for Baths noted resident #001 did not receive a bath on both specified dates. The notes for one of the dates indicated "working short."

In an interview, Personal Support Worker (PSW) #102 stated that they provided care to resident #001. PSW #102 stated that resident care and food and fluid intake was documented on POC.

Review of resident #001's electronic documentation in POC for two identified months, noted the absence of documentation on the following shifts:

***Bathing:**

First identified month - 2 out of 8 baths (25 %)

Second identified month - 1 out of 6 baths (16.6 %)

*** Continance Assistance:**

First identified month

17 out of 30 days (56.6 %)

11 out of 30 evenings (36.6 %)

2 out of 30 nights (6.6 %)

Second identified month

8 out of 21 days (38 %)

7 out of 21 evenings (33.3 %)

1 out of 21 nights (4.7 %)

***Pain expression:**

First identified month

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22 out of 30 days (73.3 %)
12 out of 30 evenings (40 %)
2 out of 30 nights (6.6 %)

Second identified month

11 out of 21 days (52.3 %)
7 out of 21 evenings (33.3 %)
2 out of 21 nights (9.5 %)

***Skin Observation**

First identified month

22 out of 30 days (73.3 %)
13 out of 30 evenings (43.3 %)
2 out of 30 nights (6.6 %)

Second identified month

11 out of 21 days (52.3 %)
8 out of 21 evenings (38 %)
2 out of 21 nights (9.5 %)

***Special Snack: Fluid:**

First identified month

1030 hours - 24 out of 30 days (80 %)
1500 hours - 9 out of 30 evenings (30 %)
1900 hours - 14 out of 30 evenings (46.6 %)

Second identified month

0430 hours - 6 out of 21 nights (28.5 %)
1030 hours - 12 out of 21 days (57.1 %)
1200 hours - 17 out of 21 days (80.9 %)
1500 hours - 7 out of 21 days (33.3 %)
1900 hours - 8 out of 21 evenings (38 %)

***Special Snack: Food:**

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First identified month

1030 hours - 23 out of 30 days (76.6 %)
1500 hours - 9 out of 30 evenings (30 %)
1900 hours - 14 out of 30 evenings (46.6 %)

Second identified month

0430 hours - 6 out of 21 nights (28.5 %)
1030 hours - 10 out of 21 days (47.6 %)
1200 hours - 16 out of 21 days (76.1%)
1500 hours - 7 out of 21 days (33.3 %)
1900 hours - 7 out of 21 evenings (33.3 %)

*Special Snack: Food - PM Snack:

First identified month – 10 out 30 evenings (33.3 %)

*Special Snack: Food - PM Snack:

Second identified month - 9 out of 21 evenings (42.8%)

*Continence Intervention:

First identified month

0130 hours - 2 out of 30 nights (6.6 %)
0430 hours - 3 out of 30 nights (10 %)
0800 hours - 15 out of 30 days (50 %)
1130 hours - 8 out of 30 days (26.6 %)
1500 hours - 7 out of 30 evenings (23.3 %)
1830 hours - 10 out of 30 evenings (33.3 %)
2130 hours - 6 out of 30 evenings (28.5 %)

Second identified month

0130 hours - 4 out of 21 nights (19 %)
0800 hours - 5 out of 21 days (23.8 %)
1130 hours - 3 out of 21 days (14.2 %)
1500 hours - 5 out of 21 evenings (23.8 %)
1830 hours - 7 out of 21 evenings (33.3 %)
2130 hours - 6 out of 21 evenings (28.5 %)

*Fluids – "How much I consumed"

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First identified month

0830 hours - 15 out of 30 days (50 %)
1000 hours - 16 out of 30 days (53.3 %)
1230 hours - 18 out of 30 days (60 %)
1400 hours - 4 out of 30 evenings (19 %)
1730 hours - 10 out of 30 evenings (33.3 %)
1900 hours - 10 out of 30 evenings (33.3 %)

Second identified month

0830 hours - 6 out of 21 days (28.5 %)
1000 hours - 4 out of 21 days (19 %)
1230 hours - 8 out of 21 days (38 %)
1400 hours - 4 out of 21 evenings (19 %)
1730 hours - 7 out of 21 evenings (33.3 %)
1900 hours - 7 out of 21 evenings (33.3 %)

*Meals – "How much I consumed"

First identified month

0830 hours - 16 out of 53.3 days (23.8 %)
1230 hours - 18 out of 30 days (60 %)
1730 hours - 10 out of 30 evenings (33.3 %)

Second identified month

0830 hours - 5 out of 21 days (23.8 %)
1230 hours - 7 out of 21 days (33.3 %)
1730 hours - 7 out of 21 evenings (33.3 %)

*Snack:

First identified month - 7 out of 30 nights (23.3 %)
Second identified month - 4 out of 21 nights (19 %)

*Skin Care:

First identified month - 25 out of 30 days (83.3 %)
Second identified month - 20 out of 21 days (95.2 %)

*Turning and Repositioning:

First identified month

1330 hours - 30 out of 30 days (100%)

2130 hours - 29 out of 30 days (96.6 %)

Second identified month

0530 hours - 4 out of 21 nights (19 %)

1330 hours - 16 out of 21 days (76.1 %)

2130 hours - 8 out of 21 evenings (38 %)

*Daily care needs:

First identified month - 30 out of 30 shifts (100 %)

Second identified month - 11 out of 21 shifts (52.3 %)

*Evening care needs:

First identified month - 29 out of 30 shifts (96.6 %)

Second identified month - 5 out of 21 shifts (23.8 %)

*Night care needs:

First identified month - There was no supportive action in POC for night care needs

Second identified month - 5 out of 21 shifts (23.8 %)

B) In an interview, resident #004 stated they had missed their bath on a specific date.

Resident #004 stated that they did not have a bath as the home was short staffed.

Resident #004 stated they did not receive a bath to make up for the missed bath.

Review of documentation from POC noted resident #004 did not receive a bath on the specific date.

Review of resident #004's electronic progress notes in PCC noted no documentation which indicated resident #004 had refused a bath on the specific date.

Review of the daily roster noted that on the date resident #004 missed their bath the 0600 - 1400 hours shift was short one PSW, and the bath PSW shift was short from 0600 - 0800 hours.

Review of resident #004's electronic documentation in POC for two identified months,

noted the absence of documentation on the following shifts:

***Bathing:**

First identified month - 2 out of 9 baths (22.2 %)

***Personal care**

First identified month

20 out of 30 days (66.6 %)

3 out of 30 evenings (10 %)

Second identified month

11 out of 21 days (52.3 %)

3 out of 21 evenings (14.2 %)

1 out of 21 nights (4.7 %)

***Continence Assistance:**

First identified month

12 out of 30 days (40 %)

1 out of 30 evenings (3.3 %)

Second identified month

8 out of 21 days (38 %)

3 out of 21 evenings (14.2 %)

***Pain expression:**

First identified month

19 out of 30 days (63.3 %)

3 out of 30 evenings (10 %)

Second identified month

9 out of 21 days (42.8 %)

3 out of 21 evenings (14.2 %)

1 out of 21 nights (4.7 %)

***Skin Observation**

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First identified month

18 out of 30 days (60 %)

3 out of 30 evenings (10 %)

Second identified month

10 out of 21 days (47.6 %)

3 out of 21 evenings (14.2 %)

1 out of 21 nights (4.7 %)

*Special Snack: Food - HS snack:

First identified month - 5 out of 30 evenings (16.6 %)

Second identified month - 3 out of 21 evenings (14.2 %)

*Continance Intervention:

First identified month

1330 hours - 8 out of 30 days (26.6 %)

2130 hours - 3 out of 30 evenings (10 %)

Second identified month

0530 hours - 1 out of 21 nights (4.7 %)

1330 hours - 7 out of 21 days (33.3 %)

2130 hours - 3 out of 21 evenings (14.2 %)

*Fluids – "How much I consumed"

First identified month

0830 hours - 3 out of 30 days (10 %)

1000 hours - 4 out of 30 days (13.3 %)

1230 hours - 4 out of 30 days (13.3 %)

1400 hours - 2 out of 30 evenings (6.6 %)

1730 hours - 4 out of 30 evenings (13.3 %)

1900 hours - 4 out of 30 evenings (13.3 %)

Second identified month

0830 hours - 2 out of 21 days (9.5 %)

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1000 hours - 3 out of 21 days (14.2 %)
1230 hours - 3 out of 21 days (14.2 %)
1400 hours - 3 out of 21 evenings (14.2 %)
1730 hours - 3 out of 21 evenings (14.2 %)
1900 hours - 3 out of 21 evenings (14.2 %)

*Meals – "How much I consumed"

First identified month

0830 hours - 5 out of 30 days (16.6 %)
1230 hours - 4 out of 30 days (13.3 %)
1730 hours - 4 out of 30 evenings (13.3 %)

Second identified month

0830 hours - 3 out of 21 days (14.2 %)
1230 hours - 3 out of 21 days (14.2 %)
1730 hours - 3 out of 21 evenings (14.2 %)

*Turning and Repositioning:

First identified month

0200 hours - 1 out of 30 nights (3.3 %)
0400 hours - 5 out of 30 nights (16.6 %)
0600 hours - 14 out of 30 days (46.6 %)
0800 hours - 16 out of 30 days (53.3 %)
1000 hours - 15 out of 30 days (50 %)
1200 hours - 19 out of 30 days (63.3 %)
1400 hours - 4 out of 30 evenings (13.3%)
1600 hours - 6 out of 30 evenings (20 %)
1800 hours - 7 out of 30 evenings (23.3%)
2000 hours - 8 out of 30 evenings (26.6%)
2200 hours - 1 out of 30 evenings (3.3 %)

Second identified month

0000 hours - 5 out of 21 nights (23.8 %)
0200 hours - 6 out of 21 nights (28.5 %)
0400 hours - 7 out of 21 nights (33.3 %)
0600 hours - 10 out of 21 days (47.6 %)

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0800 hours - 10 out of 21 days (47.6 %)
1000 hours - 13 out of 21 days (61.9 %)
1200 hours - 14 out of 21 days (66.6 %)
1400 hours - 6 out of 21 evenings (28.5%)
1600 hours - 6 out of 21 evenings (28.5%)
1800 hours - 6 out of 21 evenings (28.5%)
2000 hours - 6 out of 21 evenings (28.5%)
2200 hours - 6 out of 21 evenings (28.5%)

***Daily care needs:**

First identified month - 16 out of 30 shifts (53.3 %)
Second identified month - 11 out of 21 shifts (52.3 %)

***Evening care needs:**

First identified month - 9 out of 30 shifts (30 %)
Second identified month - 10 out of 21 shifts (47.6 %)

***Night care needs:**

First identified month - 6 out of 30 shifts (20 %)
Second identified month - 7 out of 21 shifts (33.3 %)

C) Review of documentation from POC over a two month period, noted resident #005 did not receive a bath on three specific dates.

Review of resident #005's electronic progress notes in PCC noted no documentation which indicated resident #005 had refused a bath on the three specific dates.

Review of the home's Communication Book for Baths noted documentation that resident #005 did not receive a bath on one of the dates due to "working short."

Review of the daily roster noted on the second date that resident #005 missed their bath the 0600 - 1400 hours shift was short two PSWs from 0600-1000 hours. The 1400 -2200 hours shift was short one PSW and there was no bath PSW.

On the third date resident #005 missed their bath the 0600 – 1400 hours shift was short one PSW from 0600 - 1000 hours and there was no bath PSW. The 1400 - 2200 hours shift was short one PSW.

Review of resident #005's electronic documentation in POC for two identified months, noted the absence of documentation on the following shifts:

***Bathing:**

First identified month - 3 out of 9 baths (33.3 %)

Second identified month - 3 out of 9 baths (33.3 %)

***Continence Assistance:**

First identified month

Days - 14 out of 30 (46.6 %)

Evenings - 3 out of 30 (10 %)

Second identified month

8 out of 21 days (38 %)

3 out of 21 evenings (14.2 %)

1 out of 21 nights (4.7 %)

***Personal Care:**

First identified month

21 out of 30 days (70 %)

4 out of 30 evenings (13.3%)

Second identified month

11 out of 21 days (52.3 %)

3 out of 21 evenings (14.2 %)

1 out of 21 nights (4.7%)

***Pain expression:**

First identified month

19 out of 30 days (63.3 %)

3 out of 30 evenings (10 %)

Second identified month

10 out of 21 days (47.6 %)

3 out of 21 evenings (14.2 %)

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1 out of 21 nights (4.7 %)

*Skin Observation

First identified month

20 out of 30 days (66.6 %)

3 out of 30 evenings (10 %)

Second identified month

10 out of 21 days (47.6 %)

3 out of 21 evenings (14.2 %)

1 out of 21 nights (4.7 %)

*Skin Care:

Second identified month - 3 out of 10 days (30 %)

*Fluids – "How much I consumed"

First identified month

0830 hours - 3 out of 30 days (10 %)

1000 hours - 3 out of 30 days (10 %)

1230 hours - 4 out of 30 days (13.3 %)

1400 hours - 2 out of 30 evenings (6.6 %)

1730 hours - 4 out of 30 evenings (13.3 %)

1900 hours - 4 out of 30 evenings (13.3 %)

Second identified month

0830 hours - 2 out of 21 days (9.5 %)

1000 hours - 3 out of 21 days (14.2 %)

1230 hours - 3 out of 21 days (14.2 %)

1400 hours - 3 out of 21 evenings (14.2 %)

1730 hours - 3 out of 21 evenings (14.2 %)

1900 hours - 3 out of 21 evenings (14.2 %)

*Meals – "How much I consumed"

First identified month

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0830 hours - 5 out of 30 days (16.6 %)
1230 hours - 5 out of 30 days (16.6 %)
1730 hours - 5 out of 30 evenings (16.6 %)

Second identified month

0830 hours - 3 out of 21 days (14.2 %)
1230 hours - 3 out of 21 days (14.2 %)
1730 hours - 3 out of 21 evenings (14.2 %)

***Daily care needs:**

First identified month – 19 out of 30 shifts (63.3 %)
Second identified month – 8 out of 21 shifts (26.6 %)

***Evening care needs:**

First identified month - 14 out of 30 shifts (46.6 %)
Second identified month - 3 out of 21 shifts (14.2 %)

***Night care needs:**

First identified month – 13 out of 30 shifts (43.3 %)
Second identified month – 4 out of 21 shifts (19 %)

In an interview, Personal Support Worker (PSW) #106 stated that they were the full time bath person from 0600 to 1400 hours. PSW #106 stated there was an afternoon bath person who worked 1400 to 2000 hours and the floor PSWs on evenings were also scheduled some baths. PSW #106 stated on days when the home was two PSWs short they were pulled to help with resident care on the area that was short. PSW #106 stated they were pulled from baths on two identified days. PSW #106 stated when they were unable to complete baths, they noted the missed baths in the bath communication book.

Review of the home's bath schedule noted ten residents were scheduled daily for the 0600 – 1400 hours bath shift, eight residents were scheduled daily for the 1400 – 2000 hours bath shift and approximately four residents daily to be bathed by the evening floor PSW assigned to the resident.

Review of the communication notes in the bath binder from September 13 to October 14, 2019, noted 68 out of 156 (43.5 %) baths were missed.

In an interview, Director of Care (DOC) #101 reviewed the communication notes of

missed baths in the bath binder. DOC #101 acknowledged that residents had missed baths. DOC #101 stated that if a resident missed a bath, they should be offered a bath the next day or before their next scheduled bath. DOC #101 stated within the past week the home had started a new process to track missed baths. DOC #101 stated the night nurse ran a report of missed baths from PCC and then when the day staff started, they knew who missed a bath and they would do those residents first. For afternoon baths the day staff would run the report for the evening shift. DOC #101 stated they also ran a "Follow up Question Report" that indicated when the missed bath was given to ensure the bath was given.

DOC #101 acknowledged that documentation of the care provided to residents #001, #004 and #005 was missing. DOC #101 stated documentation of the care provided to residents was to be completed each shift. DOC #101 stated the home now ran a daily report called "POC Documentation Compliance Report" to determine who worked and did not complete documentation. DOC #101 stated once it was determined who did not complete documentation of care provided, they would contact the staff member and have them come in to complete their charting. DOC #101 stated the new measures that have been implemented would help fix the issues with missed baths and documentation.

D) A review of the home's staffing schedule provided by Scheduling Coordinator #109 noted the following unfilled Personal Support Worker (PSW) staff lines:

Six PSW lines:

Line 5 - Full time evenings.

Line 8 - Permanent Part Time 15 hours - Two days in a two week period (Saturday and Sunday).

Line 12 - Two evenings in a two week period (Saturday and Sunday).

Line 13 - Two evenings in a two week period (Saturday and Sunday).

Line 15 - Four evenings in a two week period (Saturday, Sunday, Friday, and Tuesday).

Nights – five nights in a two week period (Thursday, Friday, Saturday, Sunday, and Tuesday).

Review of the home's Daily Roster from September 16 to October 17, 2019, noted the following:

One Registered Nurse (RN) was scheduled 0700-1500, 1500-2300 and two RNs 2300-0700 hours.

Two Registered Practical Nurses (RPNs) were scheduled 0700-1500 and 1500-2300

hours.

PSWs:

Days - 0600-1400 hours - Three PSWs on Rose Lane, two on Lilac Lane, two on Lily Lane and one bath PSW.

Evenings – 1400-2200 hours - Three PSWs on Rose, two on Lilac, two on Lily and one bath PSW.

Nights- 2200-0600 hours – Three PSWs, one on each wing.

The roster stated, “If there is a staffing shortage, please follow the contingency plan located in the front of the call-out binder.”

Review of the daily roster of scheduled shifts from September 16 to October 17, 2019, noted the following full or partial unfilled PSW shifts:

September 16 - 30, 2019

0600 – 0900 – 1

0600 – 1000 – 11

0600 – 1400 – 7

1400 – 1800 – 2

1400 – 2200 – 3

1800 – 2200 – 2

Bath shift – 0600 – 0800 – 1

Bath shift – 0600 – 1000 – 1

Bath shift – 0600 – 1400 – 2

Bath shift – 1400 – 2100 – 1

October 1 – 17, 2019

0600 – 1000 – 5

0600 – 1400 – 3

1400 – 1800 – 1

1400 – 2200 – 2

1400 – 1800 - 1

1800 – 2200 – 3

2200 - 0600 – 1

0030 – 0600 - 1

Bath shift – 0600 – 1400 – 1

Bath shift – 1800 – 2000 – 1

In an interview, Scheduling Coordinator (SC) #109 stated the home had a contingency plan that they used for scheduling when they were short staffed. SC #109 stated that if there was one PSW short on days or evenings they would schedule two PSWs on each wing. If there were two PSWs short, then the bath PSW would be pulled to work on the floor and there would be two PSWs per wing.

SC #109 stated there were six empty PSW lines. SC #109 stated that the home had just hired four new PSWs and also used agency staff to help with the unfilled PSW shifts. SC #109 reviewed the daily roster from September 16 to October 17, 2019, with inspector and confirmed the unfilled and partially filled shifts. SC #109 stated when they had unfilled shifts, they tried to have a PSW come in early for a shift or stay later after their shift to help with coverage. SC #109 stated when the home was short PSW staff on the weekends dietary, housekeeping and laundry staff were also scheduled to assist to porter residents, make beds and assist in the dining room.

In an interview, Director of Care (DOC) #100 acknowledged the home was still interviewing to hire staff to fill the vacant PSW shifts.

Based on interviews and record reviews the home has failed to ensure that the written staffing plan of the home met the care and safety needs of residents and promoted continuity of care related to regular PSW staff shortages.

The home had been operating on their contingency plan almost daily from September 16 to October 17, 2019. During this time, there were residents that did not receive two baths per week and documentation was not completed.

The licensee has failed to ensure that the written staffing plan provided for a staffing mix that was consistent with residents' assessed care and safety needs. [s. 31. (3)]

Issued on this 31st day of October, 2019

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

Original report signed by the inspector.