

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
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 7, 2021	2021_785732_0010	024245-20, 025545- 20, 000194-21, 002799-21, 006408-21	Critical Incident System

Licensee/Titulaire de permisThe Perley and Rideau Veterans' Health Centre
1750 Russell Road Ottawa ON K1G 5Z6**Long-Term Care Home/Foyer de soins de longue durée**The Perley and Rideau Veterans' Health Centre
1750 Russell Road Ottawa ON K1G 5Z6**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

EMILY PRIOR (732), MEGAN MACPHAIL (551)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): April 12 to 16, 19 to 23, 26, and 27, 2021

The following logs were inspected during this Critical Incident (CI) System inspection:

log #025545-20 (CI 3025-000038-20) and log #024245-20 (CI 3025-000036-20) related to falls prevention;

log #000194-21 (CI 3025-000001-21) related to incident with injury requiring transfer to hospital;

log #002799-21 (CI 3025-000009-21) related to alleged improper/incompetent treatment of a resident; and

log #006408-21 (CI 3025-000016-21) related to alleged staff to resident abuse.

During the inspection, the inspector(s) observed the provision of care and services to residents, resident environments, resident to resident interactions, staff to resident interactions, dining service, and infection prevention and control practices. The inspector(s) also reviewed resident health care records, investigation notes, and a video.

During the course of the inspection, the inspector(s) spoke with the Managers of Resident Care, the Manager of Infection Prevention and Control (IPAC), the Manager of Property Services/Materials Management/Laundry, IPAC team members, a Personal Support Worker Supervisor, Registered Nurses, a Registered Practical Nurse, and Personal Support Workers.

The following Inspection Protocols were used during this inspection:

**Contenance Care and Bowel Management
Falls Prevention
Infection Prevention and Control
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

<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>

Issued on this 7th day of October, 2021

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

Original report signed by the inspector.