



**Ministry of Health and Long-Term Care**

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

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

**Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue**

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch  
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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Date(s) of Inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Nov 1, 2, 3, 2011	2011_090172_0034	Other

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

PINECREST MANOR  
399 BOB STREET, P.O. BOX 220, LUCKNOW, ON, N0G-2H0

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

JOAN WOODLEY (172), KARIN MUSSART (145)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct an Other inspection.

During the course of the inspection, the inspector(s) spoke with the Executive Director/ Director of Care, the Assistant Director of Care, the Environmental Manager, the Program Manager, the Dietary Manager, the Office Manager, the Infection Control Practitioner, 1 Registered Nurse, 2 Personal Support Workers, 1 Housekeeping Aide, and Residents,

During the course of the inspection, the inspector(s) conducted a tour of the home, held interviews, reviewed resident record, home policies, the home's profile and observed care.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Infection Prevention and Control

Residents' Council

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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.)  The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.  Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.**

**Findings/Faits saillants :**

1. In the activity / physio/ resident lounge room construction tools, thread sealant cans x 4 with lids not secured, and lengths of piping propped against the table were found. The door to the room was found open.  
[LTCHA, 2007,S.O.2007, c.8, s.5]

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 56. Residents' Council Specifically failed to comply with the following subsections:**

**s. 56. (2) Only residents of the long-term care home may be a member of the Residents' Council. 2007, c. 8, s. 56 (2)**

**Findings/Faits saillants :**

1. At this time the Chair person of the Residents' Council is a volunteer and not a resident of the home.  
[LTCHA, 2007,S.O.2007, c.8, s.56.(2)]

**WN #3: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 85. Satisfaction survey Specifically failed to comply with the following subsections:**

**s. 85. (3) The licensee shall seek the advice of the Residents' Council and the Family Council, if any, in developing and carrying out the survey, and in acting on its results. 2007, c. 8, s. 85. (3).**

**Findings/Faits saillants :**

1. The Administrator confirmed the satisfaction survey is a corporate survey and is not aware of the advice being sought from Residents' Council in the development or carrying out the survey.  
[LTCHA, 2007,S.O.2007, c.8, s.85.(3)]



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**WN #4:** The Licensee has failed to comply with O.Reg 79/10, s. 91. Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times. O. Reg. 79/10, s. 91.

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**Findings/Faits saillants :**

1. Housekeeping cart was found to be unlocked and a bottle of chemical cleaner was found. Housekeeper was not within eye sight of cart.

[O.Reg. 79/10, s.91]

Issued on this 3rd day of November, 2011

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

*Jean A. Hodley*