



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

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

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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système de santé  
Direction de l'amélioration de la performance et de la  
conformité

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<b>Date(s) of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
April 8, 2011	2011-120-2853-08Apr144942	Critical Incident – H-00525-11

**Licensee/Titulaire**

Liuna Local 837 Nursing Home (Hamilton) Corporation, 44 Hughson Street South, Hamilton, ON, L8N 2A7

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

Queen's Garden, 80 Queen St. N., Hamilton, ON, L8R 3P6

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

Bernadette Susnik, Environmental Health #120

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a follow-up to a Critical Incident Report

During the course of the inspection, the inspector spoke with the administrator, environmental services supervisor, director of care and staff educator.

During the course of the inspection, the inspector reviewed resident records.

The following Inspection Protocol was used during this inspection:

- *Prevention of Abuse, Neglect and Retaliation*

Findings of Non-Compliance were found during this inspection. The following action was taken:

**1 WN**

**NON- COMPLIANCE / (Non-respectés)**
**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régleur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

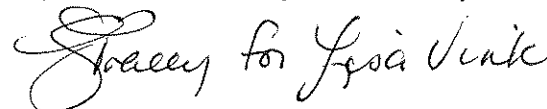
**WN #1: The licensee has failed to comply with the LTCHA 2007, S.O. 2007, c.8, s.6(7). The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.**

**Findings:**

In 2011, an identified resident was being transported in a wheelchair by a staff member. The staff member did not ensure that her wheelchair included foot rests so that the resident's feet could be elevated during transport. As a result, the resident sustained an injury when they could not keep their feet elevated. The plan of care which was last updated on February 9, 2011 states "ensure foot rests are in place on wheelchair during mobility".

Signature of Licensee of Designated Representative  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.



Report revised for the purpose of publication – October 27, 2011

Title:

Date:

Date of Report (if different from date(s) of inspection).