



**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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**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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**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 13, 2014	2014_196157_0001	O-000001- 14	Resident Quality Inspection

**Licensee/Titulaire de permis**

PROVINCIAL NURSING HOME LIMITED PARTNERSHIP  
1090 MORAND STREET, WINDSOR, ON, N9G-1J6

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

REGENCY MANOR NURSING HOME, DIVISION OF PROVINCIAL NURSING HOME  
LIMITED PARTNERSHIP  
66 DORSET STREET EAST, PORT HOPE, ON, L1A-1E3

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

PATRICIA POWERS (157), CAROLINE TOMPKINS (166), PAUL MILLER (143)

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



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**The purpose of this inspection was to conduct a Resident Quality Inspection inspection.**

**This inspection was conducted on the following date(s): January 6th, 7th, 8th, 9th and 10th, 2014**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, RAI Coordinator, Food Service Supervisor, Program Manager, Environmental Service Manager, Physiotherapy Assistant, Registered Nurses, Registered Practical Nurses, Personal Support Workers, Dietary Aides, residents, family members, Resident's Council President.**

**During the course of the inspection, the inspector(s) toured resident care areas including resident rooms, common areas, dining areas and bathing facilities, observed the provision of resident care, observed staff and resident interactions, reviewed clinical health records for identified residents, reviewed minutes of Resident's Council and Family Council meetings, reviewed the home's policy related to Minimizing the Use of Restraints, reviewed Infection Control policies and procedures, monitored room temperatures, reviewed and observed medication administration procedures and medication administration records, observed medication storage areas, observed meal service and food quality, observed resident activity and recreational programs.**

**The following Inspection Protocols were used during this inspection:**

**Contenance Care and Bowel Management  
Dining Observation  
Falls Prevention  
Family Council  
Food Quality  
Infection Prevention and Control  
Medication  
Minimizing of Restraining  
Personal Support Services  
Residents' Council  
Responsive Behaviours  
Safe and Secure Home**

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



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>Legendé</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 13th day of January, 2014

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

Pat Powers #157

*[Signature]* #166

*[Signature]* for Paul Miller #143