



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

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
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 8, 2013	2013_170203_0056	L-000917-13	Other

Licensee/Titulaire de permis

SHANTI ENTERPRISES LIMITED
600 White's Road, PALMERSTON, ON, N0G-2P0

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

ROYAL TERRACE
600 White's Road, PALMERSTON, ON, N0G-2P0

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

CARMEN PRIESTER (203)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): November 6, 2013

SAO II

During the course of the inspection, the inspector(s) spoke with the Director of Care, the Office Manager, the Acting Director of Life Enrichment, one Cook, one Housekeeper, one Registered Practical Nurse, four Personal Support Workers, one Restorative Care Aide, the President of Resident Council and two Residents.

During the course of the inspection, the inspector(s) toured the home, reviewed immunization records for staff and residents, reviewed policies and procedures related to this inspection and observed dining room service and resident care.

The following Inspection Protocols were used during this inspection:
Dining Observation

Infection Prevention and Control

Prevention of Abuse, Neglect and Retaliation

Residents' Council

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

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités

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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.

Issued on this 8th day of November, 2013

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

CARMEN PRIESTER