



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

**Rapport d'inspection
prévue 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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Direction de l'amélioration de la performance et de la
conformité

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Date(s) of inspection/Date de l'inspection November 16 and 17, 2010	Inspection No/ d'inspection 2010_170_8568_16Nov073730	Type of Inspection/Genre d'inspection Complaint L-01668
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Licensee/Titulaire
Saint Luke's Place, 1624 Franklin Blvd., Cambridge, ON, N3C 3P4

Long-Term Care Home/Foyer de soins de longue durée
Saint Luke's Place, 1624 Franklin Blvd., Cambridge, ON, N3C 3P4

Name of Inspector/Nom de l'inspecteur
Dianne Wilbee #170

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to communication.

During the course of the inspection, the inspector spoke with: Administrator, Director of Care, Registered Practical Nurses (2), Personal Support Workers (2), Family (1), Social Worker, Administrative staff (1).

During the course of the inspection, the inspector: Review of resident record, Observation of resident, Observation of family, Review of Family Council minutes, Review of Residents' Council minutes.

The following Inspection Protocols were used in part or in whole during this inspection:
Dignity, Choice and Privacy

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

3 WN
2 VPC



NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur 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'exigence 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 O.Reg. 79/10, s.24(9) The licensee shall ensure that the resident is reassessed and the care plan is reviewed and revised when,
(a) the resident's care needs change;

Findings:

- A resident's plan of care updated October 29, 2010 was not revised to reflect implemented changes to the resident's care needs.

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WN #2: The Licensee has failed to comply with O.Reg. 79/10, s. 231 Every licensee of a long-term care home shall ensure that,
(b) the resident's written record is kept up to date at all times.

Findings:

- The resident's written record was not up to date with details of a situation which involved a family member, the resident and staff and the outcome for the resident.

Inspector ID #: 170

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance related to documentation within the resident's written record, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O.Reg. 79/10 s.131 (3) Subject to subsections (4) and (5), the licensee shall ensure that no person administers a drug to a resident in the home unless that person is a physician, dentist, registered nurse or a registered practical nurse

Findings:

- November 16, 2010 a registered staff did not observe administration of medications to a resident.

