

**Health System Accountability and Performance
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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
Oct 19, 22, 26, 29, 2012	2012_139163_0035	Other

Licensee/Titulaire de permis
**SMOOTH ROCK FALLS HOSPITAL
107 KELLY ROAD, P.O. BOX 219, SMOOTH ROCK FALLS, ON, P0L-2B0**
Long-Term Care Home/Foyer de soins de longue durée
**SMOOTH ROCK FALLS HOSPITAL
107 KELLY ROAD, P.O. BOX 219, SMOOTH ROCK FALLS, ON, P0L-2B0**
Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs
DIANA STENLUND (163)
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 Administrator, Long-Term Care Coordinator, registered staff, personal support workers (PSWs), and residents.
During the course of the inspection, the inspector(s) walked through resident home areas, observed lunch meal service and observed staff to resident interactions and care.
**The following inspection log was reviewed during the course of the inspection:
S-000782-12**
The following Inspection Protocols were used during this inspection:
Residents' Council
Findings of Non-Compliance were found during this inspection.
NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé 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. 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 licensee failed to seek the advice of the Residents' Council in developing and carrying out the satisfaction survey. On October 22, 2012 the inspector interviewed resident 1111 who reported that the Residents' Council was not consulted in developing and carrying out the satisfaction survey. Staff member S-001 confirmed on October 22, 2012 that the licensee did not seek the advice of the Residents' Council in developing and carrying out the satisfaction survey. [LTCHA,2007,S.O.2007,c.8,s.85(3)]

Issued on this 8th day of November, 2012

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

Diana Fenlund, # 163