



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

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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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Mar 14, 2014	2014_225126_0008	O-001212- 13	Complaint

Licensee/Titulaire de permis

The Corporations of the United Counties of Leeds and Grenville, the City of Brockville, the Town of Gananoque and the Town of Prescott
c/o St. Lawrence Lodge, 1803 County Road 2, BROCKVILLE, ON, K6V-5T1

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

ST. LAWRENCE LODGE
1803 County Road, #2 East, Postal Bag #1130, BROCKVILLE, ON, K6V-5T1

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

LINDA HARKINS (126)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): March 11 and 14, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Assistant Director of Care of the third floor, several Registered Nurses (RN), several Registered Practical Nurses (RPN) and Personal Support Workers (PSW).

During the course of the inspection, the inspector(s) reviewed one resident health care record, reviewed several policies: (Coumadin orders (0401-02-60), Routine for laboratory studies (0401-04-01), Investigation: Resident and family feedback... (0202-04-11) and Use of oxygen (041-05-40)) and observed care and services given to residents.

The following Inspection Protocols were used during this inspection:

Continance Care and Bowel Management

Medication

Reporting and Complaints

Skin and Wound Care

Findings of Non-Compliance were found during this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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 O.Reg 79/10, s. 131.

Administration of drugs

Specifically failed to comply with the following:

s. 131. (1) Every licensee of a long-term care home shall ensure that no drug is used by or administered to a resident in the home unless the drug has been prescribed for the resident. O. Reg. 79/10, s. 131 (1).

Findings/Faits saillants :



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1. The licensee failed to comply with O. Reg 79/10 s.131. (1) in that Registered Staff S#100 administered a drug to resident #1 without the drug being prescribed.

Resident #1's anticoagulant (3 mg) was to be administered daily at 17:00 hours. On a specified day in September 2013, blood work was drawn for an International Normalized Ratio (INR) therapeutic range of the anticoagulant. The INR was above normal level. The physician was contacted that evening with the INR result and gave a telephone order, to "hold the anticoagulant for 48 hours, then start the anticoagulant 2 mg by mouth daily and to do weekly monitoring of INR".

Resident #1's progress notes were reviewed for September 2013. It was noted that on a specified day in September 2013, Registered Nurse S #100 administered the anticoagulant that evening when the medication was to be held as per Physician order.

As such, the anticoagulant was administered on a specified day in September 2013 without the drug being prescribed.[s. 131. (1)]

Additional Required Actions:

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 to ensure that anticoagulant drug are administered only when prescribed, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 22. Licensee to forward complaints

Specifically failed to comply with the following:

s. 22. (1) Every licensee of a long-term care home who receives a written complaint concerning the care of a resident or the operation of the long-term care home shall immediately forward it to the Director. 2007, c. 8, s. 22 (1).

Findings/Faits saillants :



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1. The licensee failed to comply with Long-Term Care Homes Act, 2007, S.O. 2007, CHAPTER 8, s.22. (1) in that the home did not immediately forward a written complaint to the Director.

On a specified day in November 2013, resident #1's family member forwarded a written complaint to the Administrator of the Home.

Discussion was held with the Administrator related to the written complaint and he indicated that he had not forwarded the complaint as he considered they were just questions from the family.

The complaint letter was reviewed by Inspector #126. The concerns noted in the letter included oxygen not being applied, medication being administered on an empty stomach...

The home policy: Resident/ Family Feedback Employee complaints-Bill 168 AODA Complaints (Administration 0202-04-11) reviewed January 2012 stipulate under the complaint procedure (page2 of 4) that "When issued, the signed letter of response will be issued within a further (10) working days and copies will be sent to all individuals directly involved in the complaint. In a resident complaint a copy will also be sent to the Ministry of Health and Long Term Care, as required under the Long Term Care Homes Act."

As of March 13, 2014, (16: 15) this complaint was not forwarded to the Director. [s. 22. (1)]



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Issued on this 27th day of March, 2014

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

K. Kuroki #126