



**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**

**Health System Accountability and  
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Performance Improvement and  
Compliance Branch**

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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**

**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>
Oct 31, 2014	2014_236572_0023	O-000709- 14 O- 000865-14	Complaint

**Licensee/Titulaire de permis**

MANORCARE PARTNERS  
6257 Main Street, Stouffville, ON, L4A-4J3

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

STIRLING MANOR NURSING HOME  
218 EDWARD STREET, P.O. BOX 220, STIRLING, ON, K0K-3E0

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

BARBARA ROBINSON (572)

**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): September 30, October 1, and October 2, 2014.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), a Registered Nurse (RN), a Registered Practical Nurse (RPN), Personal Support Workers (PSW), the Laundry Supervisor, a Housekeeping staff member, the Life Enrichment manager, and the RAI Coordinator.**

**During the course of the inspection, the inspector(s) conducted a tour of the home, observed resident care and services including dining and activities, reviewed resident health records and relevant policies and procedures.**

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

**Accommodation Services - Housekeeping**

**Accommodation Services - Laundry**

**Nutrition and Hydration**

**Prevention of Abuse, Neglect and Retaliation**

**Recreation and Social Activities**

**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. 89. Laundry service**



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**Specifically failed to comply with the following:**

- s. 89. (1) As part of the organized program of laundry services under clause 15 (1) (b) of the Act, every licensee of a long-term care home shall ensure that,**
- (a) procedures are developed and implemented to ensure that,**
    - (i) residents' linens are changed at least once a week and more often as needed,**
    - (ii) residents' personal items and clothing are labelled in a dignified manner within 48 hours of admission and of acquiring, in the case of new clothing,**
    - (iii) residents' soiled clothes are collected, sorted, cleaned and delivered to the resident, and**
    - (iv) there is a process to report and locate residents' lost clothing and personal items; O. Reg. 79/10, s. 89 (1).**
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**Findings/Faits saillants :**



1. The licensee failed to comply with O. Reg. 79/10 s. 89 (1)(iv) whereby the licensee did not ensure that as part of the organized program of laundry services, procedures are developed and implemented to ensure that there is a process to report and locate residents' lost clothing and personal items.

On a specified date, the SDM of Resident #1 stated that the home lost one of the resident's personal items, as per Log #O-000709-14.

On October 2, 2014, S#107 (Supervisor of Laundry Services) showed inspector #572 the home's policy #HLM C-74, "Clothing Service- Unclaimed /Lost Clothing" that has a stated purpose of enabling residents to reclaim lost personal items. The policy directs "If a clothing article is reported missing the staff member who it is reported to will notify the laundry department, add to one of the missing clothing logs located in all linen closets and in the laundry room. The laundry aide will check this log daily and attempt to find missing article." The policy also states that after one month, if an article has not been located the supervisor will inform the family/responsible party. An example of a blank log is attached to the policy.

In an interview on October 2, 2014, the Supervisor stated that missing clothing articles are reported by staff to the laundry department via an email which is posted in the laundry area to ensure that all laundry staff can view it. She acknowledged that the missing clothing log is not utilized as per the home's policy. She was not aware that Resident #1 was missing a personal item.

There were no missing clothing logs visible in residents' linen closets on October 2, 2014 and the SDM of Resident #1 was not informed that Resident #1's personal item was not located, one month after it was lost as per the home's policy.

On October 2, 2014, the Administrator and the DOC confirmed that the missing clothing log is not used as directed in the home's policy #HLM C-74 to reclaim lost personal items, and that the policy has now been revised. The procedure developed to locate Resident #1's lost clothing was not implemented and the article has not been located. [s. 89. (1) (a) (iv)]

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**Issued on this 31st day of October, 2014**

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