



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

**Rapport d'inspection
prévus 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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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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		Licensee Copy/Copie du Titulaire	X	Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection		
January 16, 2013	2013-188168-0004	Complaint H-00757-12 H-001056-12		
Licensee/Titulaire Rykka Care Centres LP 50 Samor Road, Suite 205, Toronto, ON. M6A 1J6				
Long-Term Care Home/Foyer de soins de longue durée Dundurn Place Care Centre 39 Mary Street, Hamilton, ON. L8R 3L8				
Name of Inspector(s)/Nom de l'inspecteur(s) Lisa Vink 186				
Inspection Summary/Sommaire d'inspection				
<p>The purpose of this inspection was to conduct a complaint inspection.</p> <p>During the course of the inspection, the inspector spoke with: the Administrator, Director of Care and Clinical Director of Care, registered staff and unregulated care providers, the Admissions/Restorative nurse and residents.</p> <p>During the course of the inspection, the inspector: observed the provision of care including medication administration, reviewed the clinical records of residents, toured the records retention room, reviewed the front door security system and verified the quantity of continence care products in the home.</p> <p>The following Inspection Protocols were used in part during this inspection: Continence Care and Bowel Management Medication Responsive Behaviours</p> <p>X Findings of Non-Compliance were found during this inspection.</p>				



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. 233. Retention of resident records

233. (1) Every licensee of a long-term care home shall ensure that the record of every former resident of the home is retained by the licensee for at least 10 years after the resident is discharged from the home. O. Reg. 79/10, s. 233 (1).

(2) A record kept under subsection (1) must be kept at the home for at least the first year after the resident is discharged from the home. O. Reg. 79/10, s. 233 (2).

Findings:

The licensee of the long-term care home did not ensure that the record of every former resident of the home is retained for at least 10 years after the resident has been discharged from the home.

Resident #001 was discharged from the home in 2012.

The home was not able to locate a complete hard copy of the resident's clinical health record, on request, for the purpose of this inspection.

The Director of Care confirmed on January 11, 2013 that despite attempts the home was unable to produce the former resident's clinical health record.

Inspector ID #: 168

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.

February 1, 2013 
Date of Report: (if different from date(s) of inspection).

This is a revised inspection report to include a written description of O. Reg 79/10 s. 233.