

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 4, 2021	2021_766500_0016	003483-21	Complaint

Licensee/Titulaire de permis

City of Toronto
Seniors Services and Long-Term Care (Union Station) c/o 55 John Street Toronto ON
M5V 3C6

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

True Davidson Acres
200 Dawes Road Toronto ON M4C 5M8

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

NITAL SHETH (500)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): May 18, 19, 20, 21, 24, 25, 26, 27, and 31, 2021.

Intake log #003483-21 related to medication management was inspected during this inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Acting Director of Care (DOC), Nurse Manager, and Registered Nursing Staff.

During the course of the inspection, the inspector observed the Narcotic Count during shift change; and reviewed the residents' and the home's records.

Inspector Rodolfo Ramon (#704757) attended this inspection during orientation.

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

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records

Specifically failed to comply with the following:

s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,
(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).
(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that the home's policy and protocol related to Narcotic and Controlled medication management system was complied with.

As per Ontario Regulation 79/10, s. 114 (2), the licensee shall ensure that written policies and protocols are developed for the medication management system to ensure the accurate acquisition, dispensing, receipt, storage, administration, and destruction and disposal of all drugs used in the home.

The home's policy #MM-0106-00, entitled, "Narcotic and Controlled Medications", published April 4, 2016, indicated that at shift change, one nurse from the outgoing shift and another nurse from the oncoming shift will count narcotics and controlled medications and document the count by utilizing the Combined Monitored Medication Record with Shift Count.

The Ministry of Long-Term Care (MLTC) received a complaint about a concern related to the home's management of Narcotic and Controlled medications.

Inspectors #500 and #704757 observed Narcotic and Controlled medications count on two identified units during shift change. The inspectors obtained copies of Narcotic count sheets for both units and found missing signatures. The inspector obtained copies of Combined Monitored Medication Record for Shift Count on other floors. The Registered Practical Nurses (RPN) on three identified units started to sign the forms for prior Narcotic counts, when the inspector requested for copies of the record, and confirmed they were not signed at the time of the Narcotic count. By mistake, the RPN on an identified unit signed for upcoming shift change.

A review of Combined Monitored Medication Record for Shift Count indicated that an oncoming registered staff did not sign for shift count for identified shift change for six and five residents on two identified units.

RPN #104, #105, #106, NM #102 and the Acting DOC verified that they were required to sign the documents at the time when they counted Narcotics during a shift change.

Sources: Combined Monitored Medication Record for Shift Count (May 21, 2021), Policy (#MM-0106-00, Narcotic and Controlled Medications, April 4, 2016), Interviews with RPN #104, #105, #106 and the Acting Director of Care (DOC) (May 21, 2021). [s. 8. (1) (b)]

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 the home's policy and protocol related to Narcotic and Control medication management system was complied with, to be implemented voluntarily.

Issued on this 7th day of June, 2021

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

Original report signed by the inspector.