

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

Rapport d'inspection prévue
sous *la Loi de 2007 sur les foyers
de soins de longue durée*

Long-Term Care Homes Division
Long-Term Care Inspections Branch

Division des foyers de 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
Aug 7, 2019	2019_727695_0022	014163-19	Complaint

Licensee/Titulaire de permis

Vigour Limited Partnership on behalf of Vigour General Partner Inc.
302 Town Centre Blvd Suite 300 MARKHAM ON L3R 0E8

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

Tullamore Care Community
133 Kennedy Road South BRAMPTON ON L6W 3G3

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

FARAH_KHAN (695)

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): July 31, August 1, 2, and 6, 2019.

**During the course of the inspection, the following complaint was inspected:
Intake #014163-19, related to a malfunctioning toilet.**

During the course of the inspection the inspector toured the home, observed the provision of care and services, reviewed relevant documents including but not limited to: clinical records, policies and procedures, and maintenance records.

During the course of the inspection, the inspector(s) spoke with residents, family members, personal support workers (PSW), housekeepers, maintenance worker, registered practical nurses (RPN), registered nurses (RN), the Assistant Director of Care (ADOC), the Director of Care (DOC), and the Administrator.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance**

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

1 WN(s)

0 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. 90. Maintenance services

Specifically failed to comply with the following:

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks; O. Reg. 79/10, s. 90 (2).**

Findings/Faits saillants :

1. The licensee has failed to ensure that procedures were implemented to ensure that the toilets and grab bars were maintained and kept free of corrosion and cracks.

The Long-term Care Homes Inspector observed the toilet in resident #001 and #003's room. The toilet seat was stained yellow and had pieces cracked from both sides of the seat at the front ends. In addition, the grab bar attached to the toilet had a hole in the right handle grip and the metal pole underneath was exposed.

RPN #101 acknowledged that the toilet seat was not well-maintained with yellow stains and chipping. They also acknowledged the poor state of the grab bar. The RPN explained that they have seen other toilets in a similar state and assumed they were like this because of lack of budget to obtain new ones. They acknowledged that when a toilet is not well maintained or has corrosion or cracks, it should be reported to maintenance.

The Maintenance staff acknowledged that the toilet seat and the grab bar needed to be changed.

The licensee has failed to ensure that the toilet seat and grab bars in resident #001 and #003's room were maintained and kept free of corrosion and cracks. [s. 90. (2) (d)]

Issued on this 8th day of August, 2019

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

Original report signed by the inspector.