



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

**Rapport d'inspection
prévue 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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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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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
February 15, 2011	2011-120-2737-15FEB082415	H-00180 – Complaint/Follow-up

Licensee/Titulaire

955464 Ontario Limited, 3700 Billings Court, Burlington, ON L7N 3N6

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

Valley Park Lodge, 6400 Valley Way, Niagara, Falls, ON L2E 7E3

Name of LTC Homes Inspector(s)/Nom de l'inspecteur(s) de les foyer de soins de longue duree

Bernadette Susnik – Environmental Health #120

Inspection Summary/Sommaire d'inspection

The purpose of this visit was to conduct a follow-up inspection to previously issued non-compliance related to housekeeping (O. Reg. 79/10, s.) and a complaint inspection related to the following issues:

- Accommodation Services – Housekeeping
- Accommodation Services - Maintenance

During the course of the inspection, the above noted inspector spoke with the Administrator, Housekeeping Manager and the maintenance person. During the course of the inspection, all of the resident rooms, bathrooms, tub room, kitchen, basement area, maintenance shop, service corridor, dining room, lounge spaces and activity room were inspected.

The following Inspection Protocols were used during this inspection:

- *Accommodation Services – Housekeeping*
- *Accommodation Services - Maintenance*

There are findings of Non-Compliance as a result of this inspection. The following actions were taken:

2 WN
1 VPC

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'exigences 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 the LTCHA, 2007, S.O., 2007, c.8, s. 15(2)(a).* Every licensee of a long-term care home shall ensure that,

(a) the home, furnishings and equipment are kept clean and sanitary; and

Findings:

1. Various identified resident bedroom floors were noted to be dusty or had visible debris behind furniture. Some rooms have paint chips stuck to the floor. Many rooms noted to have dusty overbed light covers.
2. Stained privacy curtains noted in nine resident rooms.
3. Wall or bathroom door surfaces noted to be visibly dirty or stained in 10 rooms.
4. The tub room noted to have dead insects inside of the light covers and accumulated dust on the wall near a ceiling fan.
5. A soiled utility room noted to have stained walls around the hopper and 2 dusty ceiling vents.
6. Kitchen - build-up noted around fixed table legs and equipment and under stoves.
7. Service Corridor - floors very dirty, build-up along baseboards, lots of items stored on one side not in use, making floor cleaning difficult.

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 with s. 15(2)(a) in respect to ensuring that the home, furnishings and equipment are kept clean and sanitary, to be implemented voluntarily.

WN #2: *The licensee has failed to comply with O. Reg. 79/10, s. 87(2)(d).* As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for, addressing incidents of lingering offensive odours.

Findings:

Soiled and/or wet briefs are not disposed of in a manner to contain odours. Personal service workers were noted to be disposing unbagged or uncontained soiled briefs into a soiled linen hamper, whereby the hamper was not designed with an air-tight compartment to contain odour. The odours were detected in the corridor, emanating from the hamper.



Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		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. <i>B. Susnik</i>	
Title:	Date:	Date of Report: (if different from date(s) of inspection). <i>April 11/11</i>	