



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 Performance Division
Performance Improvement and Compliance Branch

Division de la responsabilisation et de la performance du système de santé
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 5, 2013	2013_216144_0022	L-000177-13	Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

ILER LODGE
111 ILER AVENUE, ESSEX, ON, N8M-1T6

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

CAROLEE MILLINER (144)

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): April 2, 2013.



During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, one registered Nurse and Personal Support Worker and two Registered Practical Nurses.

During the course of the inspection, the inspector(s) reviewed one resident health record and the home's Bowel Regimen Protocol.

The following Inspection Protocols were used during this inspection:



Contenance Care and Bowel Management
Personal Support Services

Findings of Non-Compliance were found during this inspection.

Table with 2 columns: Legend and Legendé. Title: NON-COMPLIANCE / NON - RESPECT DES EXIGENCES. Content includes definitions for WN, VPC, DR, CO, WAO and a detailed description of non-compliance with LTCHA requirements.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights

Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs. 2007, c. 8, s. 3 (1).



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Findings/Faits saillants :

1. The licensee did not ensure that one resident's right to be cared for in a manner consistent with their needs was met. Review of one resident health care record identified family expressed verbal concern about the resident's health status twice within one and a half hours. The resident was not assessed by registered staff for three and one-half hours. Two staff confirmed a nursing assessment was not completed until three and one-half hours after the expressed concerns. [s. 3. (1) 4.]

Issued on this 5th day of April, 2013

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

A handwritten signature in cursive script that reads "Carol Miller".