



**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

London Service Area Office  
291 King Street, 4th Floor  
London ON N6B 1R8

Bureau régional de services de London  
291, rue King, 4<sup>ième</sup> étage  
London ON N6B 1R8

**Ministère de la Santé et des Soins de  
longue durée**

Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Telephone: 519-675-7680  
Facsimile: 519-675-7685

Téléphone: 519-675-7680  
Télécopieur: 519-675-7685

Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> January 31, 2011	<b>Inspection No/ d'inspection</b> 2011_144_2541_31Jan_102453	<b>Type of Inspection/Genre d'inspection</b> L-00063 CI-2541-0000011
-----------------------------------------------------------------------	------------------------------------------------------------------	----------------------------------------------------------------------------

**Licensee/Titulaire**  
Rivera Long Term Care Incorporated, 55 Standish Court, 8<sup>th</sup> Floor, Mississauga, ON L5R 4B2

**Long-Term Care Home/Foyer de soins de longue durée**  
Rose Garden Villa, 350 Dougall Avenue, Windsor, ON N9A 4P4

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Carolee Milliner (144)

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a critical incident follow-up related to resident care.

During the course of the inspection, the inspector spoke with the Administrator, Assistant Director of Care, one RPN & two PSW's.

During the course of the inspection, the inspector reviewed one resident clinical record, the home Head Injury Routine policy, observed two shower chairs recently taken out of circulation & four shower chairs currently in circulation in the home.

The following Inspection Protocols were used in part or in whole during this inspection:  
Safe & Secure Environment.

Findings of Non-Compliance were found during this inspection. The following action was taken:  
  
2 WN  
1VPC

**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.

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-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.)

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 LTCHA,2007,S.O.c,8,s15(2)(a)  
Every licensee of a long-term care home shall ensure that,  
(a) the home, furnishings and equipment are kept clean and sanitary

**Findings:**

On January 31/11, between 11:15 am & noon, rubber shower seat covers were lifted from shower chair seats by the Inspector in shower rooms on floors 4 & 6. Shower seats were observed by the inspector & one PSW to be soiled with a clear slimy liquid substance.

**Inspector ID #:** 144

**WN #2:** The Licensee has failed to comply with LTCHA, 2007, S.O.c,8,s6(1)(c)  
Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,  
(c) clear directions to staff and others who provide direct care to the resident.

**Findings:**

The written plan of care for one resident does not include physician ordered treatment interventions for promotion of wound healing related to a recent injury.

**Inspector ID #:** 144

**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 related to the written plan of care for each resident providing clear directions to staff and others who provide direct care to the resident, to be implemented voluntarily.




Ministry of Health and  
Long-Term Care

Ministère de la Santé et  
des Soins de longue durée

Inspection Report  
under the *Loi*  
*Term Care Homes*  
*Act, 2007*

Rapport  
d'inspection prévue  
le *Loi de 2007 les*  
*foyers de soins de*  
*longue durée*

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.	
			
Title:	Date:	Date of Report: February 2, 2011	