



**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**

**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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**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 1, 2016	2016_206115_0011	035472-15	Complaint

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**Licensee/Titulaire de permis**

RYKKA CARE CENTRES LP  
3200 Dufferin Street Suite 407 TORONTO ON M6A 3B2

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

Berkshire Care Centre  
350 DOUGALL AVENUE WINDSOR ON N9A 4P4

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

TERRI DALY (115)

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**Inspection Summary/Résumé de l'inspection**

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

**This inspection was conducted on the following date(s): March 23, 2016**

**This complaint inspection regarding housekeeping services and alleged abuse was inspected concurrently with the 2016 Resident Quality Inspection and Critical Incident #2541-000050-15.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Food Service Supervisor, the Maintenance Supervisor, one Housekeeping Aide and one resident.**

**During the inspection the inspector toured floor 4 & 5 home areas, a resident's room, reviewed relevant policies and procedures, and critical incident related to the complaint.**

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

**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>Legendé</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. 87. Housekeeping  
Specifically failed to comply with the following:**

- s. 87. (2) 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,**
- (a) cleaning of the home, including,**
    - (i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and**
    - (ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces; O. Reg. 79/10, s. 87 (2).**



## Findings/Faits saillants :

1. The licensee had failed to ensure that procedures had been developed and implemented for cleaning the home including furnishings, contact surfaces and wall surfaces.

An observation on March 23, 2016 after breakfast and in the afternoon, and tour of two resident home areas on the 4th and 5th floor resulted in the following concerns:

### 4th floor servery/dining area

-counter top chipped and delaminating, with grime and dust built up around the counter top ledge

-debris splattered and dried along wall by the sink, along walls of the dining room, and along walls upon entry into the dining room

### 5th floor servery and dining room

-grime and build up noted around taps of the sink, and the counter top around sink was delaminating

-debris splattered and dried along back wall behind the sink, along walls of the dining room, under servery counter, and on legs and arms of resident dining chairs

Housekeeping Aide #103 confirmed that it is a housekeeping responsibility to ensure counter tops, walls and floors are all kept clean, free from debris, food splatter and grime.

A review of the home's General Cleaning Procedures-Daily Cleaning Sequence ES C-10-05 indicated

Unit Cleaning Procedure:

3. Damp wipe all furniture complete.

4. Spot wipe walls, doors and windowsills.

General Cleaning Procedures-Wall Washing ES C-10-30 indicated

Purpose:

1. To remove visible soil and maintain wall surfaces in order to reduce the hazards of build up of bacteria, moulds, fungi.

2. To maintain cleanliness, control bacteria and odour, and maintain acceptable aesthetic conditions.

Frequency:

Once yearly and more frequently if required.



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An interview with the Food Service Supervisor #104 and Maintenance Supervisor #101 confirmed that there was not a policy that identified who was responsible, and specific cleaning procedures for the resident dining room chairs.

Administrator #100 and Maintenance Supervisor #101 observed the concerns during a walk through with the inspector. Both staff agreed that the condition of the resident dining areas was not acceptable and that policies were not followed or not in place. [s. 87. (2) (a)]

***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 procedures had been developed and implemented for cleaning the home including furnishings, contact surfaces and wall surfaces in resident dining areas, to be implemented voluntarily.***

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Issued on this 1st day of April, 2016

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

**Original report signed by the inspector.**