



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

**Rapport d'inspection
prévues 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

Hamilton Service Area Office
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Hamilton ON L8P 4Y7

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

Division de la responsabilisation et de la performance du
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Direction de l'amélioration de la performance et de la
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Date(s) of inspection/Date de l'inspection Oct. 22, 25, 26, 27, 2010	Inspection No/ d'inspection 2010_159_2855_21Oct165501 2010_169_2855_25Oct110911	Type of Inspection/Genre d'inspection Complaint # H-01311
Licensee/Titulaire Villa Forum 175 Forum Drive Mississauga, ON L4Z 4E5 FAX: 905 501 1443		
Long-Term Care Home/Foyer de soins de longue durée Villa Forum 175 Forum Drive Mississauga, ON L4Z 4E5 FAX: 905 501 1443		
Name of Inspector(s)/Nom de l'inspecteur(s) Asha Sehgal, ID # 159 Yvonne Walton, ID# 169		
Inspection Summary/Sommaire d'inspection		

The purpose of this inspection was to conduct a complaint inspection related to the care and services of a resident.

During the course of the inspection, the inspector spoke with the Administrator, Director of Care, Assistant Director of Care, Registered nursing staff and Personal Support Workers.

During the course of the inspection, the inspector observed the resident in their room and conducted a clinical review, reviewed an identified resident's health records, observed breakfast and noon meal, interviewed residents and staff.

The following Inspection Protocols were used during this inspection:
 Contenance Care and Bowel Management, Falls Prevention and Pain Inspection.
 Nutrition and hydration
 Dining Observation

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

[5] WN
 [5] 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'exigence 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 O. Reg. 79/10, s. 131 (2)

131 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber.

Findings:

1. The physician ordered a treatment for a resident and they did not receive it consistently..

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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 that ensures drugs are administered to residents in accordance with the directions for use specified by the prescriber.

WN #2: The Licensee has failed to comply with Long-Term Care Homes Act, 2007, S.O. 2007c8. s.6 (1) (c)
6(1)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:

1. The plan of care does not identify strategies to use for a resident who is at risk for falling.

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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 ensuring there is a written plan of care for the identified resident and all other resident's, that sets out clear directions to staff and others who provide direct care to the resident. This is to be implemented voluntarily.

WN #3: The Licensee has failed to comply with Long-Term Care Homes Act, 2007, S.O. 2007 c 8. s.6 (10)

(a) (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when, the resident's care needs change or care set out in the plan is no longer necessary

(b) the resident's care needs change or care set out in the plan is not longer necessary: or

Findings:

1. An identified resident was not reassessed and the plan of care reviewed and revised when there was a significant change in health status.

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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 ensuring that (a) the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when, the resident's care needs change or care set out in the plan is no longer necessary (b) the resident's care needs change or care set out in the plan is not longer necessary, to be implemented voluntarily.

WN #4: The Licensee has failed to comply with O.Reg. 79/10, s. 26 (4)

The licensee shall ensure that a registered dietitian who is a member of the staff of the home, (a) completes a nutritional assessment for all residents on admission and whenever there is a significant change in a resident's health condition; and (b) Assesses the matters referred to in paragraphs 13 and 14 of subsection (3).

Findings:

1. The registered dietitian's nutritional assessment for an identified resident was incomplete when there was a significant change in health status.

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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 ensuring, that a registered dietitian who is a member of the staff of the home, (a) completes a nutritional assessment for all residents on admission and whenever there is a significant change in a resident's health condition; and (b) Assesses the matters referred to in paragraphs 13 and 14 of subsection (3), to be implemented voluntarily.

WN #5: The Licensee has failed to comply with O.Reg. 79/10, s. 69

Every licensee of a long-term care home shall ensure that residents with the following weight changes are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated:

3. A change of 10 per cent of body weight, or more, over 6 months.

Findings:

There was no documentation to support that an assessment of the significant weight change has been completed with action taken and outcomes evaluated by the multidisciplinary team.

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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 ensuring that residents with the following weight changes are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated: A change of 10 per cent of body weight, or more, over 6 months, to be implemented voluntarily.

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.



Ministry of Health and
Long-Term Care

Ministère de la Santé et
des Soins de longue durée

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under the *Long-
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Rapport
d'inspection prévue
le *Loi de 2007 les
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Title:	Date:	Date of Report: (if different from date(s) of inspection). <i>4 weeks</i>