



**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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conformité

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 24 & 26, 2010	2010-120- 2855-26NOV164147	H-02841 Follow-up to Oct. 27 & 28, 2009

Licensee/Titulaire

Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as General Partner, 100 Milverton Drive, Suite 700, Mississauga, ON, L5R 4H1

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

Villa Forum, 175 Forum Drive, Mississauga, ON, L4Z 4E5

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

Bernadette Susnik, LTC Homes Inspector – 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 made under the Ministry of Health and Long-Term Care Homes Program Standards Manual with respect to the following unmet criterion:

- O2.11 (Condition of Walls, Ceilings and Doors)

During the course of the inspection, the above noted inspector spoke with the Acting Administrator, Environmental Services Supervisor and the Regional Environmental Consultant from Chartwell. The inspector conducted a walk-through of all 7 home areas, resident rooms, washrooms, bathing rooms, kitchen, lounge areas, utility rooms and serveries. Maintenance records and service reports were also reviewed.

The following Inspection Protocols were used during this inspection:

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

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

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

- (a) the home, furnishings and equipment are kept clean and sanitary; and
- (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

Findings:

1. Many toilets throughout the home are leaking water from the tank to the toilet bowl.
2. Many exhaust fans located in resident washrooms and utility rooms are excessively noisy. The motors were installed into an opening that is too large for the fan, causing a lot of vibrations. Other fan motors vibrate so badly, that they cannot be left on. Fans have not been assessed for exhaust rate to determine if they continue to meet the building code and design specifications for the building.
3. Many floors throughout the home have split seams, especially in resident washrooms on the 3rd floor and in a few washrooms on the 4th floor. The main kitchen has a split seam in front of the ovens.
4. Monthly maintenance checks not performed on lift equipment as per manufacturer's requirements.
5. Padding not in good condition (ripped off or worn down) on a Flexo shower chair in the Palermo shower room.
6. A cabinet base in the Palermo shower room identified to be rotting (located in a wet zone of the shower room).
7. Unsatisfactory sanitation noted in the following areas:
 - Dining room walls (1st, 3rd, 4th floors) were observed to be visibly soiled, with food and liquid residues.
 - Window blinds also soiled in some dining rooms.
 - Heaters in some dining rooms were noted to have chunks of food stuffed into them.
 - An accumulation of debris noted around the baseboard near the hand sink in the Roma Dining room.
 - Soiled white plastic linen hampers noted in most of the dining rooms.
 - Dining room doors and cabinet surfaces noted to be splattered with food residues.
 - Serveries - 2nd Floor - flooring material discoloured (black) in various spots.
 - 3rd Floor - Gross debris noted under the two-door stainless steel refrigerator (on wheels), walls visibly soiled in various high use areas, and oven interior and top burners not clean.
 - 4th Floor - gross debris behind the grease trap (along wall), mould and moisture noted along the back wall behind the dishwasher, visibly soiled door surfaces and wall tiles.
 - Beige two-seater sofa chair stained in the Cosenza lounge room, and stained green two-seater sofa

located in the Napoli lounge room.

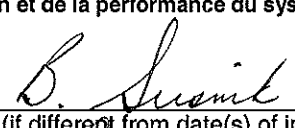
- Various resident rooms identified with visible wall splatter in the washroom. One room identified to have a dirty air mattress falls arrest mattress and rail pad.
- Heavy accumulation of Pigeon matter identified on several balconies at time of inspection, prohibiting anyone from being able to use the balcony. A routine had not been established of continual cleaning.

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) & (c) in respect to ensuring that the home, furnishings and equipment are kept clean and sanitary and that the home, furnishings and equipment are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.

CORRECTED NON-COMPLIANCE
Non-respects à Corrigé

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ORDER #	INSPECTION REPORT #	INSPECTOR ID #
O2.11, LTC Homes Program Manual, now found in the LTCHA 2007, S.O. 2007, c.8, s. 15(2)(c)	N/A	N/A	Log #280-2009	120

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: (if different from date(s) of inspection). 