

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jul 21, 2021	2021_750539_0008	008817-21, 010292-21	Complaint

Licensee/Titulaire de permis

Villa Forum
175 Forum Drive Mississauga ON L4Z 4E5

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 ou des inspecteurs

VALERIE GOLDRUP (539), APRIL RACPAN (218)

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): July 5-9, and July 12-13, 2021.

The following intakes were completed in this Complaint inspection:

Log #008817-21 was related to concern with a resident's care.

Log #010292-21 was related to concern with warm home air temperatures.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Co-Directors of Care, Assistant Directors of Care, Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSWs), and residents.

During the course of the inspection, the inspectors observed resident and staff interactions, and the home's air temperatures. They reviewed clinical health records, relevant home policies and procedures, and other pertinent documents.

This inspection was completed concurrently with inspection 2021_750539_0007.

Inspector Robert Spizzirri #705751 was also present during the inspection.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control

Personal Support Services

Safe and Secure Home

Skin and Wound Care

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>Légende</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. 21. Air temperature
Specifically failed to comply with the following:**

s. 21. (3) The temperature required to be measured under subsection (2) shall be documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night. O. Reg. 79/10, s. 21 (3).

Findings/Faits saillants :

1. The licensee has failed to ensure that the temperatures for at least two resident bedrooms in different parts of the home, one resident common area on every floor of the home, and every designated cooling area of the home were measured and documented in writing at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

The Administrator stated that temperatures were not being measured or documented in any resident bedrooms, resident common areas, or cooling areas, at three times per day frequency until June 11, 2021. There were several entries in the home's temperature log records that showed that the temperatures of these areas were not being documented once every morning, afternoon, and evening or night from June 11-27, 2021.

A resident shared that there were times when they felt their room was either too warm or too cold, which made them feel uncomfortable.

By not measuring and documenting the temperatures of resident bedrooms, resident common areas, and designated cooling areas, three times per day, the home may be unable to identify when there was a temperature concern. This puts residents at risk for developing a heat related illness.

Sources: Long-Term Care Home's (LTCH) temperature log records, interview with the Administrator and a resident. [s. 21. (3)]

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 the temperature is measured and documented in writing, at a minimum in the following areas of the home, at least two resident bedrooms in different parts of the home, one resident common area on every floor of the home, and every designated cooling area of the home, at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night, to be implemented voluntarily.

Issued on this 27th day of July, 2021

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

Original report signed by the inspector.