Ontario

Ministry of Health and Long-Term Care

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

Ministère de la Santé et des Soins de longue durée

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

Ottawa Service Area Office
347 Preston St Suite 420
OTTAWA ON K1S 3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa
347 rue Preston bureau 420
OTTAWA ON K1S 3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

Public Copy/Copie du public

Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Mar 27, 2017	2017_619550_0010	000012-17, 002472-17	Complaint

Licensee/Titulaire de permis

VILLA MARCONI LONG TERM CARE CENTER
1026 BASELINE ROAD OTTAWA ON K2C 0A6

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

VILLA MARCONI
1026 BASELINE ROAD OTTAWA ON K2C 0A6

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

JOANNE HENRIE (550)

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): March 15, 16, 17, 20 and 21, 2017

This Complaint Inspection is related to a complaint regarding the administration of medication, staffing and Family Council

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the Assistant Director of Care (ADOC), Registered Nurses (RN), Registered Practical Nurses (RPN), a family member and the President of the Family Council

The following Inspection Protocols were used during this inspection:
Family Council
Medication
Nutrition and Hydration
Sufficient Staffing

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	
Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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). The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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. Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 131. Administration of drugs

Specifically failed to comply with the following:

s. 131. (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 79/10, s. 131 (2).

Findings/Faits saillants :

1. The licensee has failed to ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber.

A complaint was submitted to the Director at the Ministry of Health and Long Term Care regarding skin treatment to resident #002.

On a specified date in 2016, resident #002 was diagnosed with a specific skin condition to a specific body part and was prescribed a specific treatment to be provided as per a specific schedule. During an interview, the resident's family member indicated to Inspector #550 the resident was not provided with this treatment as prescribed.

Inspector #550 reviewed the resident's Medication Administration Record (MAR) for a specific period of time in 2017 and the documentation in the progress notes. The inspector observed that there was no documentation indicating that the treatment had been provided to the resident on eleven specified dates in 2017. On March 21, 2017, during an interview, the DOC indicated to the inspector that he investigated the situation on a specific date as it had been brought to his attention. He indicated that his investigation and interviews with the involved registered staff members revealed that staff members were under the impression that the specific treatment was not available.

During an interview on March 21, 2017, RN #101 indicated to the inspector that on a specific date in 2017, she informed and showed registered staffs that the treatment was still available. On another specified date she was made aware that they had ran out of the treatment supply and she re-ordered it from the pharmacy. At that time, the pharmacy informed her that the specific treatment was on back-order from the supplier and that they were going to try to get it from other pharmacies. RN #101 indicated that the treatment was never delivered by the pharmacy and the resident passed away three days later. There were no notes documented in the resident's health care records indicating that the physician or the resident's family were made aware that the treatment was not available from the supplier.

As evidenced above, resident #002 was not administered the specified treatment to a specific body part on eleven specific dates in 2017, as prescribed. [s. 131. (2)]

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 all drugs are administered to residents in accordance with the directions for use specified by the prescriber, to be implemented voluntarily.

Issued on this 27th day of March, 2017

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

Original report signed by the inspector.