

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

Rapport d'inspection prévue
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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Sep 30, 2019	2019_593573_0025	017024-19	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

ANANDRAJ NATARAJAN (573)

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): September 17, 18, 19, 23, 24 and 25, 2019

This inspection was conducted in reference to complaint Log #: 017024-19 related to resident care/ services in the home.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), Registered Nurses (RN), Registered Dietitian (RD), Food Services Supervisor (FSS), Registered Practical Nurses (RPN), Personal Support Workers (PSW), Dietary Aide (DA), family members and residents.

During the inspection, the inspector reviewed resident's health care records and observed a meal service on a specified unit. In addition, the inspector observed the provision of care and services to residents, observed staff to resident interactions and observed resident to resident interactions.

**The following Inspection Protocols were used during this inspection:
Continence Care and Bowel Management
Food Quality
Hospitalization and Change in Condition
Personal Support Services**

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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care

Specifically failed to comply with the following:

s. 6. (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).

Findings/Faits saillants :

1. The licensee has failed to ensure that the care set out in the plan of care for resident #001 was provided to the resident as specified in the plan.

Review of resident #001's progress notes on an identified date, indicated that resident was provided with specified texture diet as per the resident's substitute decision maker (SDM) request. Furthermore, the progress notes indicated that resident #001 was choking and coughing with the specified texture diet. RPN #101 on the unit reminded the SDM that the resident should have an identified texture diet as per the Dietitian order.

Inspector #573 reviewed resident #001's plan of care for nutrition which was in place at the time of the incident. The plan of care indicated that resident #001 had swallowing difficulties and should receive a specified texture diet.

The Food Services Supervisor (FSS) indicated to Inspector #573 that it was expected that the Dietary Aid (DA) who is plating the meal should review the diet chart regarding the resident's diet (type/ texture). Further, the PSW should verify the resident's diet and serve the appropriate plate to the resident.

The Dietitian #102 stated to Inspector #573 that when a resident's SDM request the staff (DA/PSW) for change in resident's diet texture, it was expected that the staff (DA /PSW) should inform the registered nursing staff on unit regarding the SDM's request. Further, the Dietitian indicated that the registered nursing staff would discuss and explain to the resident's SDM regarding the risk associated with the change in diet texture and inform the Dietitian.

RPN #101 indicated to Inspector #573 that on a specified date, staff served resident #001 with the specified texture diet as per the SDM's request. The RPN stated that staff member did not notify nor inform the RPN before providing the specified texture diet to resident #001. Furthermore, the RPN stated that following the incident, resident #001 was stable and monitored by the staff.

As such, the staff failed to ensure that the care set out in the plan of care for resident #001 was provided to the resident as specified in the plan, specifically related to the resident's dietary needs. [s. 6. (7)]

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 care set out in the plan of care is provided to the resident as specified in the plan, to be implemented voluntarily.

Issued on this 1st day of October, 2019

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

Original report signed by the inspector.