



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

Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch

Division de la responsabilisation et de la  
performance du système de santé  
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### Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 5, 2013	2013_198117_0006	000122-13 AND 000240 -13	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

LYNE DUCHESNE (117)

### Inspection Summary/Résumé de l'inspection



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): April 3 and 4, 2013, on site at the Long Term Care Home**

**It is noted that a complaint inspection (Log # O-000240-13) and a critical incident inspection (Log # O-000122-13) were conducted during this inspection.**

**During the course of the inspection, the inspector(s) spoke with the home's Administrator, Director of Care, a Registered Nurse, several Registered Practical Nurses, several Personal Support Workers, the home's Restorative Care Coordinator, the home's Registered Dietitian, the home's Food Service Supervisor, a dietary aide, a family member and to several residents.**

**During the course of the inspection, the inspector(s) reviewed the health care record of several identified residents; observed resident care and services; observed the lunch time meal services of April 3 and 4, 2013; reviewed the home's complaint response process; reviewed an identified resident's Post Fall Assessment; examined an identified resident's wheelchair; and reviewed a critical incident report.**

**The following Inspection Protocols were used during this inspection:**

**Dining Observation**

**Falls Prevention**

**Minimizing of Restraining**

**Nutrition and Hydration**

**Reporting and Complaints**

**There are no findings of Non-Compliance as a result of this inspection.**



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**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<b>Legend</b>	<b>Legendé</b>
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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.

Issued on this 5th day of April, 2013

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

*Lynne Dochow* #117