



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division Performance Improvement and Compliance Branch

Hamilton Service Area Office 119 King Street West, 11th Floor HAMILTON, ON, L8P-4Y7

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Jul 16, 2012, 2012\_072120\_0054, Complaint

Licensee/Titulaire de permis OAKWOOD RETIREMENT COMMUNITIES INC. 325 Max Becker Drive, Suite 201, KITCHENER, ON, N2E-4H5

Long-Term Care Home/Foyer de soins de longue durée THE VILLAGE OF ERIN MEADOWS 2930 Erin Centre Boulevard, MISSISSAUGA, ON, L5M-7M4

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs BERNADETTE SUSNIK (120)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with the Administrator, Environmental Services Supervisor, Associate Director of Care and a resident.

During the course of the inspection, the inspector(s) toured one home area and random resident rooms, reviewed resident care records, air temperature logs and heating and ventilation service reports. (H-001027-12)

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Personal Support Services

Findings of Non-Compliance were found during this inspection.

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>Legendé</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 subsections:**

- s. 6. (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,
- (a) a goal in the plan is met;
  - (b) the resident's care needs change or care set out in the plan is no longer necessary; or
  - (c) care set out in the plan has not been effective. 2007, c. 8, s. 6 (10).

**Findings/Faits saillants :**

[LTCHA 2007, S.O. 2007, c.8, s. 6(10)(b)] The licensee did not ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,

- (b) the resident's care needs change or care set out in the plan is no longer necessary.

In 2011, the resident's physician wrote a letter requesting that the home provide specific environmental conditions for the resident. In response, the home nursing staff instituted a plan to monitor the environment and the resident's plan of care was updated with clear directions. According to registered staff, the plan was followed in 2011. Due to satisfactory conditions and, with the support of the resident's family, the monitoring was discontinued in February 2012.

Several months later in 2012, the environmental conditions were re-identified by family. The resident's most recent plan of care gives clear direction for staff that the environment be continuously monitored. Staff confirmed that monitoring had not been completed since February 2012. No monitoring records could be produced when requested for 2011 or 2012.

**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 resident's plan of care is reviewed and revised when the care set out in the plan is no longer necessary, to be implemented voluntarily.*

Issued on this 21st day of August, 2012



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the Long-Term Care  
Homes Act, 2007

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prévus le Loi de 2007 les  
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Issued on this 16th day of August, 2012

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

A handwritten signature in cursive script that reads "B. Susnik".