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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
May 8, 11, 15, 2012	2012_031194_0021	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 TAUNTON MILLS  
3800 Brock Street North, WHITBY, ON, L1R-3A5

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

CHANTAL LAFRENIERE (194)

**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 Director of Care (DOC), Psycho-geriatric Nurse, two Registered Practical Nurses(RPN), Registered Nurse(RN), six Personal Support Workers(PSW) and Substitute Decision Maker for identified resident.

During the course of the inspection, the inspector(s) observed identified resident, reviewed clinical health records, critical incident and the licensee's investigation report.

The following Inspection Protocols were used during this inspection:

Dignity, Choice and Privacy

Findings of Non-Compliance were found during this inspection.

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

<b>Legend</b> WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b> 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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**
**Specifically failed to comply with the following subsections:**
**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 failed to comply with LTCHA S.O.2007, s.6(7) by ensuring that the care set out in the plan of care is provided to the resident as specified in the plan

The plan of care for resident # 001 indicates that, staff is to check the resident's incontinence product every 2 hours while awake for wetness.

PSW staff on the unit have confirmed that peri care was provided for resident #001 in the morning of May 8, 2012 between 0630-0700 and the incontinent product was changed. PSW staff have confirmed that resident #001 was checked again for wetness at 1130 hours, the resident had been incontinent and the incontinent product was changed.

The plan of care for resident#001 was not followed, staff did not check the incontinent product every 2 hours for wetness.

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 30. Protection from certain restraining**
**Specifically failed to comply with the following subsections:**
**s. 30. (1) Every licensee of a long-term care home shall ensure that no resident of the home is:**

1. Restrained, in any way, for the convenience of the licensee or staff.
2. Restrained, in any way, as a disciplinary measure.
3. Restrained by the use of a physical device, other than in accordance with section 31 or under the common law duty described in section 36.
4. Restrained by the administration of a drug to control the resident, other than under the common law duty described in section 36.
5. Restrained, by the use of barriers, locks or other devices or controls, from leaving a room or any part of a home, including the grounds of the home, or entering parts of the home generally accessible to other residents, other than in accordance with section 32 or under the common law duty described in section 36. 2007, c. 8, s. 30. (1).

**Findings/Faits saillants :**

1. The licensee failed to comply with LTCHA S.O.2007,s.30 (1)3 by ensuring that no resident of the home is restrained by the use of a physical device, other than in accordance with section 31 or under the common law duty described in section 36.

In April 2012 resident # 001 was found by PSW with a physical device, other than in accordance with section 31 or 36

The physical device was applied by a PSW at 1730 hours after the resident's bath, and was removed at 2200 hours.

**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 by ensuring that no resident of the home is restrained by the use of a physical device, other than in accordance with section 31 or under the common law duty described in section 36, to be implemented voluntarily.*

Issued on this 28th day of May, 2012

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