



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

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

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Licensee Copy/Copie du Titulaire       Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
October 1, 2010	2010-120-2841-01OCT124320	Complaints – H-00057/00443/01699

**Licensee/Titulaire**

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 Wentworth Heights, 1620 Upper Wentworth Street, Hamilton, ON L9B 2W3

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

Bernadette Susnik, LTC Homes Inspector – Environmental Health #120

**Inspection Summary/Sommaire d'inspection**

The purpose of this visit was to conduct an inspection related to three separate complaints all related to laundry services and availability of supplies.

During the course of the inspection, the above noted inspector spoke with the General Manager, laundry staff, housekeeping staff and nursing staff.

During the course of the inspection, the inspector reviewed documentation, conducted a walk-through of the home, which included many resident rooms, the laundry room and linen and housekeeping/supply storage rooms.

The following Inspection Protocols were used during this inspection:

- Accommodation Services – Housekeeping
- Accommodation Services - Laundry

There are findings of Non-Compliance as a result of this inspection. The following action(s) were taken:

- 1 WN
- 1 VPC



**NON-COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régisseur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with O. Reg.79/10, s. 89(1)(b) As part of the organized program of laundry services under clause 15 (1)(b) of the Act, every licensee of a long-term care home shall ensure that,

(b) a sufficient supply of clean linen, face cloths and bath towels are always available in the home for use by residents.

**Findings:**

1. The quantity of readily available and laundered face cloths, hand towels and peri care cloths in each of the 4 home areas was observed to be insufficient to accommodate each resident. Linen rooms were devoid of the noted items and the small linen carts stored in bathing rooms were noted to have less than 10 each of the noted items. Very few residents (approximately 20%) in each home area had a hand towel or face cloth available to them between 10 a.m. and 2:00 p.m.
2. A separate laundered supply of hand towels, face cloths and peri care cloths was not readily available in the home for emergencies or for immediate use when necessary. Laundry staff could not stock the linen carts with linens until the soiled linens were returned and processed from the previous day.

**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 with s. 89(1)(b) in respect to ensuring that a sufficient supply of clean linen is always available in the home for use by residents. The plan is to be implemented voluntarily.

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance, du système de santé.

Title: Date:

Date of Report: (if different from date(s) of inspection).

Nov. 25/10