



**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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**Ministère de la Santé et des Soins de  
longue durée**

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<b>Date(s) of inspection/Date de l'inspection</b> December 7, 8 and 9 2010	<b>Inspection No/ d'inspection</b> 2010_117_2807_07Dec103752	<b>Type of Inspection/Genre d'inspection</b> Complaint Log # O-001924
<b>Licensee/Titulaire</b>  Deem Management Services Limited 2 Queen Street East, Suite 1500 Toronto, ON M5C 3G5 FAX: 905-629-4434		
<b>Long-Term Care Home/Foyer de soins de longue durée</b>  Wellington House Nursing Home 990 Edwards St North P.O.Box 1510 Prescott, ON K0E 1T0 Fax: 613-925-5425		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Lyne Duchesne #117		
<b>Inspection Summary/Sommaire d'inspection</b>		



The purpose of this inspection was to conduct an inspection related to a complaint regarding internal building temperatures and the repositioning of residents.

During the course of the inspection, the inspector spoke with the home's owner, the home's acting administrator, the home's acting director of care, the home's maintenance manager, three full time day personal support workers, a resident's family member as well as with three residents.

During the course of the inspection, the inspector took and noted temperatures in the North and East hallways, in 24 resident rooms, the dining room, the activity room, the TV lounge and one tub / shower room on December 7, 8 and 9 2010. The temperatures were taken at various times of day. Observations of resident transfers and repositioning were also done at various times on December 7, 8 and 9 2010.

The following Inspection Protocols were used in part or in whole during this inspection:

- Accommodation Services – Maintenance

Findings of Non-Compliance were found during this inspection. The following action was 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 section 21 Every licensee of a long-term care home shall ensure that the homes is maintained at a minimum temperature of 22 degrees Celsius.

#### Findings:

1. December 7 2010 at 10:00am North hallway's digital thermometer temperature was at 14.4 degrees Celsius
2. December 7, 2010 at 10:50 am
  - resident room #14 thermostat with digital thermometer reading of 20 Celsius ,
  - resident room #13 has a rotary wall thermostat set at 20 Celsius,
  - resident room #17 has a rotary wall thermostat set between 15 and 20 Celsius
  - resident room #12 has wall rotary thermostat set a bit above 20 Celsius



3. December 7, 2010, at 11:13 am the home's activity room digital wall thermostat / thermometer temperature indicates 20 Celsius / 71.4 F
4. December 7, 2010 at 11:30 am
  - east hallway just outside tub/shower room has a digital thermometer temperature at 21.2 Celsius
  - resident room # 4 has rotary wall thermostat set at 15 Celsius
5. December 7, 2010 at 11:40 am
  - North hallway digital thermostat /thermometer read 20 Celsius.
  - resident room #21 rotary wall thermostat set at 20 Celsius
  - resident room #20 rotary wall thermostat set at 20 Celsius
  - TV lounge wall rotary wall thermostat set at 20 Celsius
  - front entrance living room area wall rotary thermostat set at 15 Celsius
6. December 7, 2010 at 12:00 noon, home dining room has 2 wall rotary set a bit above 20 Celsius
7. December 7, 2010 at 13:20 north hallway temperature digital thermometer reading is 19.7 Celsius.
8. December 7, 2010 at 15:50 north hallway temperature digital thermometer reading is 20.8 Celsius
9. December 7, 2010 two full time day shift Personal Support Workers state that the home's corridors are regularly cold especially the north hallway.
10. December 7, 2010 the home's maintenance manager confirmed that there are issues with temperatures within the home especially with north hallway. The hallway exterior door was not aligned properly creating air leaks around door. The door was fixed. The manager states that the home is kept at temperatures of 20-21 degrees Celsius. He states that he was not aware that LTCHA requires that long-term care home's are to be maintained at a minimum temperature of 22 degrees Celsius.
11. December 8, 2010 at 10 am north hallway digital thermostat / thermometer reads 21.1 Celsius
12. December 8, 2010 at 10:30am home's TV lounge rotary thermostat set at 20 Celsius.

Inspector ID #: 117

**Additional Required Actions:**

1 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 regarding maintaining the home at a minimum temperature of 22 degrees Celsius 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).

January 21, 2011