

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

 Toronto Service Area Office
55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

 Bureau régional de services de Toronto
55, avenue St. Clair Ouest, 8^{ième} étage
Toronto, ON M4V 2Y7

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

 Telephone: 416-325-9297
1-866-311-8002

 Téléphone: 416-325-9297
1-866-311-8002

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

Facsimile: 416-327-4486

Télécopieur: 416-327-4486

 Licensee Copy/Copie du Titulaire
 Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection May 16, 17, 24, 2011	Inspection No/ d'inspection 2011_193_9612_16May094631	Type of Inspection/Genre d'inspection Complaint T-3209
Licensee/Titulaire Toronto Long-Term Care Homes and Services, 55 John Street, Metro Hall, 11th Floor, Toronto, ON, M5V 3C6		
Long-Term Care Home/Foyer de soins de longue durée Wesburn Manor, 400 The West Mall, Etobicoke, On, M9C 5S1		
Name of Inspector(s)/Nom de l'inspecteur(s) Monica Klein # 193		
Inspection Summary/Sommaire d'inspection		
<p>The purpose of this inspection was to conduct a complaint inspection related to wandering behaviours.</p> <p>During the course of the inspection, the inspector spoke with: direct care staff and registered staff.</p> <p>During the course of the inspection, the inspector: reviewed health records and home's policies and procedures.</p> <p>The following Inspection Protocols were used during this inspection: Responsive behaviours</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken: 2 WN</p>		

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 6 (7) of the LTCHA S.O. 2007, c. 8.

(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.

Findings:

- The care set out in the plan of care was not provided to an identified resident as specified in the plan.

Inspector ID #: 193

WN #2: The Licensee has failed to comply with 30 (2) of the O. Reg. 79/10.

(2) The licensee shall ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented.

Findings:

- The interventions taken under the Responsive behavior program for an identified resident were not documented.

Inspector ID #: 193

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).

June 6, 2011