



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 sous la Loi de 2007 sur les foyers de soins de longue durée

Health System Accountability and Performance Division
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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

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 16, 2013	2013_168202_0056	T-548-13	Complaint

Licensee/Titulaire de permis

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 ou des inspecteurs

VALERIE JOHNSTON (202)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): October 09, 10, 11, 2013

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Family Council President

During the course of the inspection, the inspector(s) reviewed Family Council meeting minutes for July 2013-September, 2013, reviewed the home's monthly newsletter for July, August, September 2013, reviewed email correspondence between Administrator and Family Council President for July 15, 2013-September 30, 2013

The following Inspection Protocols were used during this inspection:



Family Council

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>



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WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 65. No interference by licensee

A licensee of a long-term care home,

(a) shall not interfere with the meetings or operation of the Residents' Council or the Family Council;

(b) shall not prevent a member of the Residents' Council or Family Council from entering the long-term care home to attend a meeting of the Council or to perform any functions as a member of the Council and shall not otherwise hinder, obstruct or interfere with such a member carrying out those functions;

(c) shall not prevent a Residents' Council assistant or a Family Council assistant from entering the long-term care home to carry out his or her duties or otherwise hinder, obstruct or interfere with such an assistant carrying out those duties; and

(d) shall ensure that no staff member, including the Administrator or other person involved in the management or operation of the home, does anything that the licensee is forbidden to do under clauses (a) to (c). 2007, c. 8, s. 65.

Findings/Faits saillants :



1. The licensee failed to ensure that the licensee does not interfere with the meetings or operation of the Family Council. [s. 65. (a)]

An interview with the Family Council President revealed that on an identified date an email had been received from the home's Administrator instructing the Family Council to cancel the invitation for the guest speaker due to attend the a Family Council meeting. The Administrator indicated in the email that she would assist Family Council in developing the meeting agenda and that she would be in attendance to the next and all future Family Council meetings. An interview with the Administrator confirmed the information received and also indicated that she had removed the Family Council Notice of Meeting for an identified date which had been posted on the Family Council bulletin board. The Administrator confirmed her interference with the identified Family Council meeting and that she had apologized for her interference to the Family Council at the meeting. A review of the Family Council meeting minutes for an identified period of time confirmed information received.

The Family Council president indicated in an interview that the Family Council contact information had been changed within the 'Wesburn Manor News' monthly newsletter for an identified period of time without knowledge or approval by the Family Council. The Administrator revealed in an interview that an error had been made within the 'Wesburn Manor News' monthly newsletter for two identified months. The Administrator confirmed that the Family Council contact information had been entered incorrectly into the newsletter, which was an oversight by the home and the changes to the contact information had not been intended. The Administrator confirmed that the 'Wesburn Manor News' newsletter has been corrected with current Family Council contact information. [s. 65. (a)]



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Issued on this 16th day of October, 2013

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

Valerie Johnston