



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

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
May 22, 2019	2019_549107_0004	003289-18, 005782- 18, 010315-18	Critical Incident System

Licensee/Titulaire de permis

AXR Operating (National) LP, by its general partners
c/o Revera Long Term Care Inc. 5015 Spectrum Way, Suite 600 MISSISSAUGA ON
L4W 0E4

Long-Term Care Home/Foyer de soins de longue durée

West Oak Village
2370 Third Line OAKVILLE ON L6M 4E2

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

MICHELLE WARRENER (107)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): February 26, March 11, 12, 13, 14, 18, 19, 2019.

The following intakes were inspected during this Critical Incident Inspection:

Log #005782-18, CIS 2870-000016-18 related to falls

Log #003289-18, CIS 2870-000009-18 related to falls

Log #010315-18, CIS SAC 19837/2870-000021-18 related to falls

Non-Compliance related to the Critical Incident Inspections was identified on Complaint Inspection 2019_549107_0003 Log #006456-18, #002795-19.

The following Complaint intakes were completed concurrently with this inspection and non-compliance was issued on Inspection 2019_549107_0003 Log #006456-18, #002795-19:

Log #006456-18 was related to falls, plan of care, staff training

Log #002795-18 was related to unplanned weight change, toileting schedule, meal service.

During the course of the inspection, the inspector(s) spoke with residents, family members, the Administrator, Director of Care (DOC), Associate Director of Care (ADOC)/Staff Educator, Nutrition Manager, District Manager, Registered Dietitian, Environmental Services Manager, Personal Support Workers (PSW), Registered Practical Nurses (RPN), Agency staff working at the home as PSWs, Physiotherapy Assistant, Resident Assessment Instrument Minimum Data Set (RAI-MDS) Coordinator.

During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Légende

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).

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

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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Issued on this 11th day of June, 2019

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

Original report signed by the inspector.