



**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
Performance Improvement and
Compliance Branch

Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
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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
Dec 3, 2012	2012_189120_0011	H-001523- 12	Complaint

Licensee/Titulaire de permis

1508669 ONTARIO LIMITED
c/o Deloitte & Touche Inc. - 181 Bay Street, Brookfield Place, Suite 1400, TORONTO,
ON, M5J-2V1

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

WEST PARK HEALTH CENTRE
103 Pelham Road, St Catharines, ON, L2S-1S9

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

BERNADETTE SUSNIK (120)

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): November 21 & 22, 2012

During the course of the inspection, the inspector(s) spoke with the administrator, director of care, housekeeping/laundry supervisor, housekeeping and maintenance and nursing staff.

(H-001523-12)

During the course of the inspection, the inspector(s) toured the home including resident rooms, tub/shower rooms, washrooms, common areas, laundry room, kitchen and activity areas, observed housekeeping routines and reviewed written staff routines, roles and responsibilities.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Accommodation Services - Maintenance

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 87.
Housekeeping**

Specifically failed to comply with the following:

s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,
(a) cleaning of the home, including,
(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and
(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces; O. Reg. 79/10, s. 87 (2).

Findings/Faits saillants :



[O. Reg. 79/10 s. 87(2)(a)(i)] As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the has not ensured that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces

The home is currently transitioning between two management companies and housekeeping policies and procedures have not yet been implemented. Policies from the previous management company were not available in the home for review. The housekeeping supervisor provided documentation which is currently available to the housekeepers outlining their routines and responsibilities for cleaning all surfaces in resident bathrooms and bedrooms. During the inspection the following was identified:

1) Soiled or stained privacy curtains in numerous resident rooms on both 1st and 2nd floors and soiled or stained window drapes in approximately 10 resident rooms.

2) Moderate to heavy build-up of dust on the following surfaces in resident rooms;

*wood handrails that surround the perimeter of resident rooms on the 1st floor.

*ceiling fan blades where provided in resident rooms

*reading light covers

*exhaust grills in various resident washroom and common washrooms covered in dust

*wall surfaces in all resident rooms, especially in areas where ceiling fans and or portable fans have been running

*between the resident's wardrobes and the wall/heaters

*heater surfaces in most resident rooms on the 1st floor and some rooms on the 2nd floor

*behind resident beds and furniture on the first floor.

3) Dirty window trim was identified on the interior of most resident rooms. Windows throughout the home are dirty on the exterior as well. According to staff, exterior windows have not been cleaned in several years.



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- 4) Visible soiling of bathroom door surfaces, wall surfaces (near beds or near hand gel sanitizing stations) and on table legs in both dining rooms was observed.
 - 5) Visible matter noted on some bed rails and bed frames in resident bedrooms on 1st floor.
 - 6) Both fish tanks were observed to be heavily encrusted with a brown slimy scale on their top surfaces.
 - 8) Visible food splatter noted all over the lower half of the walls in the kitchen (under the stainless steel tables) and the floors appeared either heavily soiled or permanently marked. The area behind the dishwasher is heavily soiled. The walk-in cooler was observed to have spots of minor mould growing on the wall surfaces. The wire holding or drying rack for pots or large containers was observed to be coated in dust.
 - 9) The medication cart on the 2nd floor was observed to be visibly soiled on the trim and on the vertical surfaces.
 - 10) Floor surfaces noted to be discoloured in some resident rooms due to old floor wax that has become worn out in spots or was not completely removed during stripping. Other floor tiles are stained from urine or product that seeped into tiles that were not sealed. There is no floor care program in place for resident rooms or washrooms (waxing, buffing, stripping etc.)

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 to ensure that procedures are developed and implemented for cleaning of the home, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services



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Specifically failed to comply with the following:

s. 90. (1) As part of the organized program of maintenance services under clause 15 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance. O. Reg. 79/10, s. 90 (1).

Findings/Faits saillants :



[O. Reg. 79/10 s. 90(1)(b)] As part of the organized program of maintenance services under clause 15(1)(c) of the Act, the licensee of a long-term care home did not ensure that,

(b) there are schedules and procedures in place for routine, preventive and remedial maintenance

During the inspection, the following conditions were identified with no plans or schedules in place to monitor or address the following conditions:

- 1) Walls in most resident washrooms have had a wall mounted dispenser removed, resulting in gouged drywall sections with exposed paper backing. The walls cannot be cleaned in this condition.
- 2) Bathroom doors (facing the corridors) and door frames are heavily scratched and have peeled or are peeling.
- 3) Baseboards in corridors are heavily scratched throughout the home, exposing the porous layer beneath.
- 4) Wood handrails are gouged in various areas throughout the home. Some of the gouges are deep with a sharp edge, presenting a splintering hazard. These handrails are in every washroom, bedroom and in corridors.
- 5) The tiles in the 1st floor dining room are in poor condition, with deep cracks or multiple cracks. The surface is no longer smooth and tight-fitting and in some cases, the tile is raised presenting an uneven surface. In various resident rooms, tiles were also identified to have multiple cracks in them.
- 6) The exhaust fan in washroom #15 & 27 does not function and rattles or vibrates heavily in #209, 212 & 112.
- 7) Some of the resident's wardrobes are damaged. The surfaces are either gouged or have holes and some have sharp splintered edges. Many were noted to have been painted and the paint is peeling off.
- 8) Water is dripping from a pipe used to collect steam water from the steamer in the kitchen.
- 9) Water damaged ceiling tiles noted in washroom #13 & 16 and storage room #12 (former washroom).
- 10) Several night tables located in resident rooms #107, 213, 223 and 219 are chipped along the top front edge, exposing splintered particle board.
- 11) The wall surface in the shower room on the 2nd floor has become water damaged and appears rotted. This same surface has been applied to the wall above the 3



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compartment sink in the kitchen. The surfaces are no longer in good condition, tight-fitting and easy to clean.

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 to ensure that schedules and procedures are in place for routine, preventive and remedial maintenance, to be implemented voluntarily.

Issued on this 3rd day of December, 2012

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

B. Sosnik