

Health System Accountability and Performance  
Division  
Performance Improvement and Compliance Branch  
Division de la responsabilisation et de la  
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
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Aug 11, 2011	2011_049143_0021	Complaint
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**Licensee/Titulaire de permis**

CROWN RIDGE HEALTH CARE SERVICES INC  
106 CROWN STREET, TRENTON, ON, K8V-6R3

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

WESTGATE LODGE NURSING HOME  
37 WILKIE STREET, BELLEVILLE, ON, K8P-4E4

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

PAUL MILLER (143)

**Inspection Summary/Résumé de l'inspection**

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

During the course of the inspection, the inspector(s) spoke with The Administrator, the Director of Nursing, Registered Nurse, Registered Practical Nurse, Personal support worker and residents.

During the course of the inspection, the inspector(s) Observed care being provided to residents, monitored staff responses to call bell activation, reviewed resident health care records inclusive of physician orders, progress notes, care plans and treatment records.

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

Continance Care and Bowel Management

Personal Support Services

There are no findings of Non-Compliance as a result of this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

<p>Definitions</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Définitions</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>

**Issued on this 11th day of August, 2011**

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