



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

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

London Service Area Office
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London ON N6B 1R8

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
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Date of Inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
February 07, 2011	2011_112_2880_07Feb093628	Complaint L-00141

Licensee/Titulaire
Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as General Partner,
100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1

Long-Term Care Home/Foyer de soins de longue durée
The Westmount, 200 David Bergey Drive, Kitchener, ON N2E 3Y4

Name of Inspector/Nom de l'inspecteur
Carole Alexander #112

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to care for diabetes and a lack of follow through by the home related to expressed concerns of care

During the course of the inspection, the inspector spoke with the Assistant Director of Care and a Registered Practical Nurse.

During the course of the inspection, the inspector: Observed resident, reviewed resident's health record progress notes, care plan and assessment information. Reviewed the home's complaint policy and procedure

The following Inspection Protocols were used in part or in whole during this inspection:
Medication Inspection
Reporting and Complaints

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
2 VPC

Revised for Publication Purposes



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 O. Reg. 79/10, S. 26. (3) 9. A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:
9. Disease diagnosis

Findings:

Resident's plan of care incomplete in identifying risk associated with hyperglycemia related to diabetes.
Ongoing risks as identified in the resident's progress notes not assessed and followed through on to the care plan, specifically related to "high blood glucose" along with applicable individualized interventions.

Inspector ID #: 112

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 ensuring assessment for resident's plan of care, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

Findings:

An email was sent to the DOC [REDACTED] On Nov 21, 2010
The concerns expressed related to resident's diabetes and staff not ensuring nutritional needs. Concerns were not investigated and as well a response with resolutions was not provided to the complainant.

Inspector ID #: 112



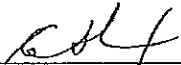
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Additional Required Actions:

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 ensuring resident complaints and responses are conducted, to be implemented voluntarily.

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: February 14, 2011	