



Ministry of Health and  
Long-Term Care

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

Ministère de la Santé et des  
Soins de longue durée

Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue

Health System Accountability and Performance  
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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
Dec 7, 8, 9, 12, 2011	2011_049143_0048	Complaint

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

WINBOURNE PARK  
1020 Westney Road North, AJAX, ON, L1T-4K6

**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 Practical Nurses, Personal Support Workers and residents.

During the course of the inspection, the inspector(s) conducted two complaint inspections (log # 0-000758-11 & 0-001742-11) and reviewed health care records and observed resident care.

The following Inspection Protocols were used during this inspection:

Dignity, Choice and Privacy

Falls Prevention

Hospitalization and Death

Medication

Nutrition and Hydration

Personal Support Services

Prevention of Abuse, Neglect and Retaliation



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>

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**  
Specifically failed to comply with the following subsections:

**s. 6. (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care. 2007, c. 8, s. 6 (5).**

**s. 6. (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,**  
**(a) a goal in the plan is met;**  
**(b) the resident's care needs change or care set out in the plan is no longer necessary; or**  
**(c) care set out in the plan has not been effective. 2007, c. 8, s. 6 (10).**

**Findings/Faits saillants :**

1. The following findings are in relation to log # 0-001742-11:

A resident had a weight loss of greater than 7.5% and no referral and or assessment had been completed by the Registered Dietitian.

The plan of care had not been reviewed and revised in relation to nutrition and hydration needs.

2. The following findings are in relation to log # 001742-11.

A Power of Attorney for Personal Care provided a written request and permission to restrain a resident. A review of the physician orders as well as progress notes did not indicate that the resident had received new orders and that a restrain had been put in place. Staff of the home failed to implement the plan of care.

**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 all resident plans of care are reviewed and revised as residents needs change, to be implemented voluntarily.***

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 30. General requirements**



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Specifically failed to comply with the following subsections:

s. 30. (2) The licensee shall ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented. O. Reg. 79/10, s. 30 (2).

**Findings/Faits saillants :**

1. The following findings are in relation to log # 0-001742-11:

A 72 hour food intake study was initiated for a resident. A review of the documentation indicated that only two meals had been recorded and no snacks were documented.

No documented assessments were completed for a resident for greater than 48 hours following a change in the residents health condition.

**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 assessments, interventions and resident responses to interventions are documented, to be implemented voluntarily.*

**WN #3:** The Licensee has failed to comply with O.Reg 79/10, s. 32. Every licensee of a long-term care home shall ensure that each resident of the home receives individualized personal care, including hygiene care and grooming, on a daily basis. O. Reg. 79/10, s. 32.

**Findings/Faits saillants :**

1. The following findings are in relation to log # 0-000758-11

It was observed that two residents had not been shaven. A review of the plan of care and nursing progress notes did not indicate that they were resistive to care.

Issued on this 12th day of December, 2011

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