

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
Nov 22, 23, 2011	2011_049143_0041	Complaint

**Licensee/Titulaire de permis**

EXTENDICARE (CANADA) INC.  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

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

EXTENDICARE PORT HOPE  
360 Croft Street, PORT HOPE, ON, L1A-4K8

**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, the staffing clerk, Registered Practical Nurses, dietary aid and the Nutritional Manager.

During the course of the inspection, the inspector(s) Reviewed intravenous therapy policies, procedures and guidelines, observed medication administration, reviewed medication administration error reports, observed medical supplies storage room, reviewed narcotic record sheets and resident health records.

The following Inspection Protocols were used during this inspection:

Medication

Sufficient Staffing

Findings of Non-Compliance were found during this inspection.

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

<b>Legend</b>  WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b>  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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 LTCHA, 2007 S.O. 2007, c.8, s. 8. Nursing and personal support services**

**Specifically failed to comply with the following subsections:**

**s. 8. (3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c. 8, s. 8 (3).**

**Findings/Faits saillants :**

1. On March 26, 2011 a Registered Nurse phoned in ill for the day shift, (0700-1500 hours). The Charge Nurse on nights called three Registered Nurse (RN) who were not available to cover the shift. On the previous shift March 25, 2011, 2300 -0700 hours both of the RN's were not able to stay until a replacement was available. No agency staff or third parties are used by the home. The home did not have a RN on duty and present in the home for the period March 26, 2011 from 0700 to 1500 hours.

**Issued on this 23rd day of November, 2011**

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