



**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  
performance et de la conformité**

London Service Area Office  
130 Dufferin Avenue 4th floor  
LONDON ON N6A 5R2  
Telephone: (519) 873-1200  
Facsimile: (519) 873-1300

Bureau régional de services de  
London  
130 avenue Dufferin 4ème étage  
LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

## **Public Copy/Copie du public**

---

<b>Report Date(s) / Date(s) du apport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 24, 2015	2015_226192_0023	002650-15, 002875-15, 004719-15	Critical Incident System

---

### **Licensee/Titulaire de permis**

STEEVES & ROZEMA ENTERPRISES LIMITED  
265 NORTH FRONT STREET SUITE 200 SARNIA ON N7T 7X1

---

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

ST ANDREW'S TERRACE LONG TERM CARE COMMUNITY  
255 St. Andrew's Street CAMBRIDGE ON N1S 1P1

---

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

DEBORA SAVILLE (192)

---

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

---



**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**

**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): April 22 and 23, 2015**

**This Critical Incident inspection related to the home's reports of allegations of abuse; staff to resident and resident to resident was conducted concurrently with the following inspections:**

**Complaint Inspection 2015\_226192\_0022, log number 003810-15 and  
Follow-up Inspection 2015\_226192\_0024, log number L-001835-15**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Care, Personal Support Workers, registered staff and residents.**

**The inspector reviewed medical records, incident investigation notes, policy and procedure, observed the provision of care and toured the home areas.**

**The following Inspection Protocols were used during this inspection:  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



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

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Legendé

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).

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. 26. Plan of care Specifically failed to comply with the following:**

**s. 26. (3) A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:**

**21. Sleep patterns and preferences. O. Reg. 79/10, s. 26 (3).**

**Findings/Faits saillants :**

1. The licensee failed to ensure that the plan of care was based on, at a minimum, interdisciplinary assessment of sleep patterns and preferences, with respect to the resident.

Interview with the Manager of Resident Care confirmed that sleep and rest routines are assessed at the time of admission and recorded in the admission notes. The plan of care would be based on the assessed needs of the resident with changes to the plan of care made as necessary.

i) Resident #004 was admitted to the home in 2014. Review of the progress notes identified that the admission note for the resident did not include sleep and rest routines. Review of the 24 hour care plan initiated at the time of admission for resident #004 identified that sleep patterns had been recorded, but had not been included in the plan of care when initiated. At the time of this inspection, the plan of care for resident #004 did not include sleep patterns and preferences for the resident.

ii) Resident #003 was admitted to the home in 2014. Review of the progress notes identified that an assessment of sleep and rest routines was included in the admission note, however the plan of care for resident #003 did not include sleep patterns and preferences for the resident. The 24 hour care plan initiated at the time of admission for resident #003 failed to identify the sleep patterns identified in the admission note.

The licensee failed to ensure that the plan of care for the resident was based on assessment of sleep patterns and preferences, with respect to the resident. [s. 26. (3) 21.]



**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**

**Issued on this 24th day of April, 2015**

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

**Original report signed by the inspector.**