



**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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ème} étage
Hamilton ON L8P 4Y7

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

Telephone: 905-546-8294
Facsimile: 905-546-8255

Téléphone: 905-546-8294
Télécopieur: 905-546-8255

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
August 20 & 24, 2010	2010_167_2930_20Aug092854	Complaint
Licensee/Titulaire		
The Thomas Health Care Corporation, 490 Highway # 8, Stoney Creek, Ontario L8G1G6		
Long-Term Care Home/Foyer de soins de longue durée		
Arbour Creek Long-Term Care Centre, 2717 King Street East, Hamilton, Ontario L8G1J3		
Name of Inspector(s)/Nom de l'inspecteur(s)		
Marilyn Tone # 167		
Inspection Summary/Sommaire d'inspection		

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

During the course of the inspection, the inspector spoke with:

Members of the management team including the Administrator, the Director of Care, the Registered Staff member working on the unit and the resident involved.

During the course of the inspection, the inspector:

Conducted a review of the home's policies and procedures and medical directives related to Diabetic Management, and a review of the resident's health file.

The following Inspection Protocol was used during this inspection:

Personal Support Services Protocol

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

[1] WN

[1] VPC

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. 8.(1) b

Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings:

The registered staff at the home did not follow the home's policy and procedure (# RC-07-09-10.1) related to management of hypoglycemia nor was the home's medical directive related to diabetes monitoring followed related to hyperglycemia or hypoglycemia management and interventions.


- 1) The identified resident was noted to have a capillary blood glucose reading of under 4 mmol/L on two occasions in July 2010, but there is no evidence of intervention or follow up by registered staff as directed in the home's policy and medical directive. If the capillary blood glucose level is below 4.0 mmol/L, the home's policy and procedure directs staff to confirm the capillary blood glucose level. If resident is conscious and able to swallow, orally provide 15 grams of carbohydrate with one of the following: fruit juice 175 mls., regular ½ cup or four ounces of soda/pop, six to eight hard candies (not sugar free) or three packets of sugar mixed with water. Staff are then instructed to monitor the resident for 15 minutes and then re-check the capillary blood glucose level. Staff are directed to record the result and note that the resident is having a low blood sugar reaction. If the resident's capillary blood glucose reading remains below 4mmol/L, additional interventions are provided in the home's policy.
- 2) The resident's capillary blood glucose readings were noted to be in excess of 20.0 mmol/L on six occasions in the month of July 2010, but there was no intervention or follow up noted as per the home's policy and procedure and medical directive. The home's medical directive indicates that for capillary blood glucose reading of over 20.0 mmol/L the staff should notify the physician immediately if the resident appears unwell, notify the nurse clinician immediately and begin to perform regular capillary blood glucose monitoring four times per day until the physician visits.

Inspector ID #:

167

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 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: (if different from date(s) of inspection). September 16, 2010