

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**Hamilton Service Area Office
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Oct 29, 2020	2020_788721_0030	012279-20, 018099- 20, 021316-20	Critical Incident System

Licensee/Titulaire de permisMaryban Holdings Ltd.
3700 Billings Court BURLINGTON ON L7N 3N6**Long-Term Care Home/Foyer de soins de longue durée**Billings Court Manor
3700 Billings Court BURLINGTON ON L7N 3N6**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

MEAGAN MCGREGOR (721)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): October 23, 26, 27 and 28, 2020.

The following Critical Incident System (CIS) intakes were inspected during this CIS inspection:

**Log #018099-20, CIS #2938-000015-20 related to falls prevention; and
Log #021316-20, CIS #2938-000020-20 related to a medication incident.**

The following follow-up intake was inspected during this CIS inspection:

**Log #012279-20 for Compliance Order (CO) #001 from Inspection
#2020_803748_0003 related to falls prevention.**

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the Assistant Director of Care (ADOC), the Manager of Resident Quality Care, the Food Services Manager, a Registered Nurse (RN), a Registered Practical Nurse (RPN), two Personal Support Workers (PSWs) and residents.

The Inspector also observed staff interactions with residents, the care being provided to residents and falls prevention and medication management practices in the home; and reviewed clinical records and plans of care for the identified residents and the home's documentation related to the incidents.

**This inspection was conducted concurrently with Complaint Inspection
#2020_788721_0031.**

The following Inspection Protocols were used during this inspection:

**Falls Prevention
Medication**

During the course of this inspection, Non-Compliances were not issued.

- 0 WN(s)**
- 0 VPC(s)**
- 0 CO(s)**
- 0 DR(s)**
- 0 WAO(s)**

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 6. (10)	CO #001	2020_803748_0003		721

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>Légende</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>

Issued on this 29th day of October, 2020

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

Original report signed by the inspector.