



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

**Rapport d'inspection
prevue 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

Toronto Service Area Office
55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

Bureau régional de services de Toronto
55, avenue St. Clair ouest, 8^e étage
Toronto ON M4V 2Y7

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

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

Telephone: 416-325-9297
1-866-311-8002
Facsimile: 416-327-4486

Téléphone: 416-325-9297
1-866-311-8002
Télécopteur: 416-327-4486

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of Inspection/Date de l'Inspection October 19, 2010	Inspection No/ d'Inspection 2010-144-2939-19Oct122042	Type of Inspection/Genre d'Inspection Critical Incident Follow-Up L-01056 CI-2939-000-031-10
---	---	--

Licensee/Titulaire
Chartwell Master Care LP, 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1

Long-Term Care Home/Foyer de soins de longue durée
Royal Oak, 1750 Division Road North, Kingsville, ON N9Y 4G7

Name of Inspector(s)/Nom de l'Inspecteur(s)
Carolee Milliner (#144)

Inspection Summary/Sommaire d'Inspection

The purpose of this inspection was to conduct a critical incident follow-up related to injury.

During the course of the inspection, the inspector spoke with the Administrator, two Director of Resident Care, documentation RN & one RPN.

During the course of the inspection, the inspector reviewed one resident clinical record, observed one resident & reviewed a transcript from one personnel file.

The following Inspection Protocols were used in part or in whole during this inspection:
Personal Support Services.

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



NON-COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régleur envoyé
CO – Compliance Order/Ordre de conformité
WAO – Work and Activity Order/Ordre: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

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.)

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 LTCHA, 2007, S.O.c.8,s.6(1)(c).

Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
(c) clear directions to staff and others who provide direct care to the resident.

Findings:

1. The written plan of care for one resident does not provide clear direction to staff related to the resident's diet texture
2. The Registered Dietician changed the diet texture; the written plan of care on the date of inspection identifies resident receives different textured diet; physician three month medication & treatment review identifies resident receives the diet texture outlined in the written plan of care
3. The activity written plan of care is not consistent with the resident's activity level
4. The clinical record does not provide clear information related to a recent physiotherapy consultation.

Inspector ID #: 144

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s.26(3)7.

A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:
7. Physical functioning, and the type and level of assistance that is required relating to activities of daily living, including hygiene and grooming.

Findings:

1. One clinical record review confirms significant changes in resident's care needs & services; an interdisciplinary assessment has not been completed to identify the changes related to care & service needs.

Inspector ID #: 144



Ministry of Health and
Long-Term Care
Ministère de la Santé et
des Soins de longue durée

Inspection Report
under the *Loi*
Term Care Homes
Act, 2007

Rapport
d'inspection prévue
le *Loi* de 2007 les
foyers de soins de
longue durée

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.
		<i>Bould for Carolee Milliner</i>
Title:	Date:	Date of Report (If different from date(s) of Inspection). October 21, 2010