



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

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

Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 28, 2012	2012_168202_0013	T-00671-12	Complaint

Licensee/Titulaire de permis

REGENCY LTC OPERATING LP ON BEHALF OF REGENCY
100 Milverton Drive, Suite 700, MISSISSAUGA, ON, L5R-4H1

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

THE WESTBURY
495 The West Mall, ETOBICOKE, ON, M9C-5S3

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

VALERIE JOHNSTON (202), DIANE BROWN (110)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): int inspection.

Oct 31, November 1, 5, 6, 7, 8, 16, 19, 21, 22, 2012.

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Registered Dietitian (RD), Continuous Quality Improvement Coordinator, Staff Educator, Registered Nursing Staff, Food Service Supervisor, Food Service Workers, Personal Support Workers (PSW)

During the course of the inspection, the inspector(s) observed the provision of care to residents, observed meal services, reviewed clinical records and relevant policies

This inspection relates to Log#T-00671-12

Findings of non-compliance were found during this inspection. Refer to inspection #2012_108110_0025. Log #T-137-12

The following Inspection Protocols were used during this inspection:

Nutrition and Hydration

Personal Support Services

~~There are no findings of Non-Compliance as a result of this inspection.~~ TS

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.

Issued on this 28th day of November, 2012

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

