Ontario

Ministry of Health and Long-Term Care

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

Ministère de la Santé et des Soins de longue durée

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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 14, 2013	2013_219211_0006	T-2164-12	Complaint

Licensee/Titulaire de permis

ADVENT HEALTH CARE CORPORATION
541 Finch Avenue West, NORTH YORK, ON, M2R-3Y3

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

VALLEYVIEW RESIDENCE
541 Finch Avenue West, NORTH YORK, ON, M2R-3Y3

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

JOELLE TAILLEFER (211)

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): April 17, 18, 22, 23, 24, 25, 26, 29, 30, 2013 and May 1, 2, 6, 2013

During the course of the inspection, the inspector(s) spoke with Director of Care, Senior Resident of Care Manager, Recreation Services Manager, Resident and Family relation coordinator, Registered Nursing Staff, Physiotherapist, Personal Support Workers, Residents and family of resident

During the course of the inspection, the inspector(s) observed the provision of care to residents, reviewed clinical records,reviewed the home's responsive behaviours, reviewed the zero tolerance of abuse and neglect policy and procedure, reviewed minutes of responsive behaviours committee

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

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

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.)	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.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights

Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
2. Every resident has the right to be protected from abuse. 2007, c. 8, s. 3 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that resident #1 is protected from emotional abuse.
Resident #1 shares a bathroom with resident #2. Family interview reported that when resident #1's family member visits and reads to resident #1 in his/her room, resident #2 enters the adjoining bathroom and yells "shut-up, shut-up" at them. Resident #1's family confirmed that resident #2's behaviour has occurred approximately weekly since October 2012. Resident #1's family confirmed that this yelling causes resident #1 to become agitated and appear fearful.
Staff interviews confirmed that resident #2 is cognitively well and aware of his/her actions. Interview with the home administration confirmed that they are aware of these incidents and are searching for alternate accommodation for one or both residents, but have yet to find appropriate rooms. [s. 3. (1) 2.]

Additional Required Actions:

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 ensure that resident #1 and all residents in the home are protected from emotional abuse, to be implemented voluntarily.

Issued on this 14th day of May, 2013

[redacted]

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