



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

Long-Term Care Homes Division
Long-Term Care Inspections Branch

Division des foyers de soins de
longue durée
Inspection de soins de longue durée

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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Sep 11, 2017	2017_607523_0015	016817-16, 023583-16	Complaint

Licensee/Titulaire de permis

THE WOMEN'S CHRISTIAN ASSOCIATION OF LONDON
2022 Kains Road LONDON ON N6A 0A8

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

McCORMICK HOME
2022 Kains Road LONDON ON N6K 0A8

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

ALI NASSER (523), APRIL TOLENTINO (218), TRACY RICHARDSON (680)

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): June 19, 20, 21, 22 and 23, 2017.

The following Complaint inspections Log #016817-16 and Log #023583-16 related to care provided to the resident were completed during this inspection.

This inspection was completed concurrently with Critical Incident inspection # 2017_607523_0014,

Related to prevention of abuse and neglect:



**Critical Incident Log # 015863-16 / CI 2965-000010-16
Critical Incident Log # 010238-16 / CI 2965-000007-16
Critical Incident Log # 031105-16 / CI 2965-000028-16**

Critical Incidents related to missing Medications:

**Critical Incident Log # 006162-17 / CI 2965-000004-17
Critical Incident Log # 035411-16 / CI 2965-000034-16
Critical Incident Log # 031555-16 / CI 2965-000029-16
Critical Incident Log # 011216-17/ CI 2965-000010-17**

Critical Incidents related to Transferring and Positioning:

**Critical Incident Log # 032062-16 / CI 2965-000031-16
Critical Incident Log # 026372-16 / CI 2965-000022-16
Critical Incident Log # 031098-16 / CI 2965-000027-16**

Critical Incidents related to Falls Prevention:

**Critical Incident Log # 016591-16 / CI 2965-000012-16
Critical Incident Log # 006393-17 / CI 2965-000006-17
Critical Incident Log # 033723-16 / CI 2965-000032-16
Critical Incident Log # 016629-16 / CI 2965-000015-16
Critical Incident Log # 013627-16 / CI 2965-000002-16
Critical Incident Log # 017844-16 / CI 2965-000004-16**

During the course of the inspection, the inspector(s) spoke with the Long Term Care Administrator, the Director of Care, 12 Registered staff members, 10 Personal Support Workers (PSWs), two Housekeeping staff members, a physician, a Nurse Practitioner, a pharmacist, two family members and 14 residents.

The inspectors also observed resident rooms and common areas, observed medication storage areas, observed medication administration, observed residents and the care provided to them, reviewed health care records and plans of care for identified residents, reviewed policies and procedures of the home and reviewed various meeting minutes.

**The following Inspection Protocols were used during this inspection:
Personal Support Services**



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)

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).

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

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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Issued on this 11th day of September, 2017

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

Original report signed by the inspector.