

Health System Accountability and Performance  
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**"AMENDED"**

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
May 7, 8, 9, 17, 18, 22, 2012	2012_054133_0020	Complaint

#### Licensee/Titulaire de permis

WEST PARRY SOUND HEALTH CENTRE  
6 ALBERT STREET, PARRY SOUND, ON, P2A-3A4

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

LAKELAND LONG TERM CARE  
6 ALBERT STREET, PARRY SOUND, ON, P2A-3A4

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

JESSICA LAPENSEE (133)

#### Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Nursing and Personal Care, the Manager of Housekeeping and Dietary Services, Housekeeping Services staff members and a resident. The inspector conducted the inspection in both the ENDCAP unit (Facility #2466) and the long-term care unit (Facility #2458). Dec 11/12

During the course of the inspection, the inspector(s) observed the hallway carpets throughout the home and inspected bedrooms in the Lake Rosseau and Georgian Bay units.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Findings of Non-Compliance were found during this inspection.

#### NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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. 15. Accommodation services**  
**Specifically failed to comply with the following subsections:**

**s. 15. (2) Every licensee of a long-term care home shall ensure that,**  
**(a) the home, furnishings and equipment are kept clean and sanitary;**  
**(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and**  
**(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the home and furnishings are kept clean and sanitary. This is in specific reference to hallway carpets throughout the home, some furnishings in the Lake Rosseau (LR) unit and lower walls in some bedrooms and common areas in the LR and Georgian Bay (GB) units.

Lower walls were noted to be dirty in areas throughout the LR and GB units. This is in specific reference to the following areas:

In the LR unit, in an identified room, the inspector observed lower walls throughout the room and washroom were dirty with dried sputum.

In the LR unit, at room #112 memory box, the lower hallway wall was noted to be dirty with dried sputum which was also dried into the carpet below. This was also observed on the lower wall at the Director of Professional Practice office (across from room #113), on the lower wall opposite the space between room #110 and #109 and on the lower wall between room #104 and #103 (at the exit sign).

In the LR and GB units, in 6 identified rooms, the lower wall in the washroom was noted to be dirty with spots of dried matter around the garbage can.

In the LR and GB units, in 6 identified rooms, the lower wall in the washroom was noted to be dirty with spots of dried brown or yellow/orange matter around the toilet. This was also noted in the common washroom on the LR unit (opposite room #108).

In the GB unit, at stairwell 2-4 where there is one comfortable easy chair, the lower wall under the window was noted to be dirty with dried brownish and yellowish matter (consistent in appearance with spilt beverages).

In the GB unit, in 3 identified rooms, the lower wall between the closet and the bathroom was noted to be dirty with spots of dried matter. Lower bedroom walls also noted to be dirty with spots of dried matter in an identified room in the LR unit (at garbage can) and an identified room in the GB unit (at window and across from the bathroom).

2. .

In the LR unit, the two comfortable easy chairs located in front of the stairway door, next to the windows at the end of the hallway (closest to room #103) were noted to be stained and dirty with food debris and dried matter as was the carpet surrounding the chairs.

3. .

In the LR and GB units, in 5 identified rooms, the inspector noted that the underside of the toilet bowl was dirty with dried feces. In the GB unit, in an identified room, the underside of the toilet bowl was noted to be dirty with dried urine.


4. .

In the LR unit, the hallway carpet was noted to be stained and dirty in the area leading from the entrance to the unit, past the dining room, in front of the nurse station and towards the family room. Further staining was observed in the area of room #119 and #118 and in-between rooms #103 and #104. The hallway carpet was noted to be dirty with small patches of dried light colored matter just outside of room #121, at room #120 and around the corner (along the wall), just outside of room #114, at room #112 memory box, at room #111, between room #108 and the common washroom, at room #106 memory box, at the two hallway comfortable easy chairs next to the window (closest to room #103) and opposite the space between room #110 and #109.

In the GB unit, the hallway carpet was noted to be stained at room #208, at the fire extinguisher next to the living room, between rooms #219 and #218 and between room #204 and the dining room. As well, the hallway carpet was noted to be dirty with a small patch of dried white matter at storage room 2162.

In the Snug Harbour unit, the hallway carpet was noted to be stained in the area commencing at room #248 and leading around the nurse station to the entrance of the family room. The hallway carpet was noted to be dirty with a small patch of dried white matter at room #242, a small patch of dried white matter and red gummy matter at room #239 and a small patch of dried light colored matter at room #232. As well, patches of black gummy matter noted ground into the carpet at the Den, the nurse managers office, middle of hallway at room #229 and under the memory box at room #249.

In the Magnetawan Unit, the hallway carpet was noted to be stained at room #147, between room #147 and #146, at room #146 and between the nurse station and the family room. The hallway carpet was noted to be dirty with a patch of dried light colored matter just outside of room #143 and in the center of the hallway between rooms #132 and # 133.

Issued on this <sup>11<sup>th</sup></sup> 22nd day of <sup>December</sup> May, 2012 

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

