

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**Sudbury Service Area Office
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Sudbury
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| Report Date(s) / Date(s) du Rapport | Inspection No / No de l'inspection | Log # / No de registre | Type of Inspection / Genre d'inspection |
|--|---|-----------------------------------|--|
| May 19, 2021 | 2021_824736_0011 | 002546-21 | Complaint |

Licensee/Titulaire de permisSpencer House Inc.
835 West Ridge Blvd Orillia ON L3V 8B3**Long-Term Care Home/Foyer de soins de longue durée**Spencer House
835 West Ridge Blvd. Orillia ON L3V 8B3**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

AMANDA BELANGER (736)

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): May 10-12, 2021.
Additional off site activities occurred on May 17, 2021.**

**During the course of the inspection, the following log was inspected upon:
-one log related to a complaint submitted to the Director regarding pain
management and end of life care for a resident, as well as visitor restrictions.**

**During the course of the inspection, the inspector(s) spoke with the Executive
Director, Director of Care, Associate Director(s) of Care, Infection Prevention and
Control Lead, Resident Assessment Instrument (RAI) Coordinator, Medical
Director, Registered Practical Nurse(s), Personal Support Worker(s), and
housekeepers.**

**The Inspector also conducted daily tours of the home areas, observed staff to
resident interactions, Infection Prevention and Control practices in the home,
reviewed relevant resident health care records, complaint logs and relevant
licensee policies.**

The following Inspection Protocols were used during this inspection:

**Dignity, Choice and Privacy
Hospitalization and Change in Condition
Infection Prevention and Control
Pain
Reporting and Complaints**

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

| | |
|---|--|
| <p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p> | <p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p> |
| <p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p> | <p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p> |

Issued on this 19th day of May, 2021

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

Original report signed by the inspector.