

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

Rapport d'inspection prévue  
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**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 11, 2019	2019_609569_0008	000265-19, 004563-19	Complaint

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**Licensee/Titulaire de permis**

The Corporation of the City of St. Thomas  
545 Talbot Street ST. THOMAS ON N5P 3V7

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

Valleyview Home  
350 Burwell Road ST. THOMAS ON N5P 0A3

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

DONNA TIERNEY (569)

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

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

**This inspection was conducted on the following date(s): April 30th, May 2nd and 3rd, 2019.**

**The following intakes were completed during this inspection:**

**Complaint IL-63101-LO / Intake log #000265-19 related to resident altercations**

**Complaint IL-64625-LO / Intake log #004563-19 related to nutrition and hydration concerns and abuse.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Assistant Director of Care, the Continuous Quality Improvement Co-ordinator, a Dietitian, Behavioural Supports Ontario lead and designated staff, Registered staff, Personal Support Workers, a Housekeeper, several residents, and the complainant.**

**The inspector also made observations of resident home areas and resident care, as well as staff to resident and resident to resident interactions. Relevant clinical records and reports for identified residents were reviewed.**

**The following Inspection Protocols were used during this inspection:**

**Nutrition and Hydration**

**Prevention of Abuse, Neglect and Retaliation**

**Responsive Behaviours**

**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 11th day of July, 2019**

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

**Original report signed by the inspector.**