



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 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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Apr 26, 2019	2019_605213_0015	000726-19, 000787- 19, 000788-19, 001192-19, 002325- 19, 002848-19	Critical Incident System

Licensee/Titulaire de permis

peopleCare Inc.
735 Bridge Street West WATERLOO ON N2V 2H1

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

peopleCare Oakcrossing London
1242 Oakcrossing Road LONDON ON N6H 0G2

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

RHONDA KUKOLY (213)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): April 15, 16, 17, 24, 25, 2019.

The following intakes were completed during this inspection:

Log #000787-19, Follow-up to compliance order #001 issued in inspection 2018_605213_0027 related to neglect with a compliance date of March 29, 2019.

Log #000788-19, Follow-up to compliance order #001 issued in inspection 2018_605213_0027 related to medications with a compliance date of March 29, 2019.

Log #000726-19, Critical Incident #2980-000001-19, related to a medication incident.

Log #002325-19, Critical Incident #2980-000002-19, related to an allegation of abuse.

Log #002848-19, Critical Incident #2980-000004-19, related to falls.

Log #001192-19, Infoline #IL-63432-LO, related to a complaint about staffing.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of care, Assistant Directors of Care, a Resident Assessment Instrument (RAI) Coordinator, the Office Manager, the Nursing Staffing Manager, Pharmacists, Pharmacy Technicians, a Physiotherapist, Registered Nurses, Registered Practical Nurses, Personal Support Workers, family members and residents.

The Inspector also made observations of residents and resident care, as well as, reviewed health records, education records, policies and procedures, employee files, internal investigation records, medication records, medication incidents, staffing schedules, and other relevant documentation.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Medication

Prevention of Abuse, Neglect and Retaliation

Sufficient Staffing



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)

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 131. (2)	CO #002	2018_605213_0027		213
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2018_605213_0027		213



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Légende
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.

Issued on this 26th day of April, 2019

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



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Original report signed by the inspector.