

**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**London Service Area Office  
130 Dufferin Avenue 4th floor  
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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>
Jan 20, 2021	2021_834524_0001	024370-20, 024377- 20, 025814-20	Complaint

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**Licensee/Titulaire de permis**peopleCare Communities 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**

INA REYNOLDS (524)

**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): January 18 and 19, 2021.**

**The following Complaint intakes were completed within this inspection:**

**Log #024370-20 related to allegations of abuse**

**Log #024377-20 related to allegations of abuse and infection prevention and control**

**Log #025814-20 related to staffing and infection prevention and control.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, the Associate Director of Care/Infection Prevention and Control Lead, the Staffing Manager, a Registered Dietitian, Registered Nurses, Personal Support Workers, an Environmental Aide and residents.**

**The inspector(s) also observed resident care provisions, resident rooms and common areas, staff to resident interactions, infection prevention and control practices, and reviewed clinical healthcare records for an identified resident.**

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

**Infection Prevention and Control**

**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)**

**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 20th day of January, 2021**

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

**Original report signed by the inspector.**