



**Ministry of Health and Long-Term Care**

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

**Ministère de la Santé et des Soins de longue durée**

**Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue**

**Health System Accountability and Performance**

**Division**

**Performance Improvement and Compliance Branch**

**Division de la responsabilisation et de la performance du système de santé**

**Direction de l'amélioration de la performance et de la conformité**

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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
Jul 11, 12, 13, 30, Aug 2, 2012	2012_090172_0034	Complaint

**Licensee/Titulaire de permis**

Oneida Nation of the Thames  
2212 Elm Avenue, R. R.#2, SOUTHWOLD, ON, N0L-2G0

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

Oneida Nation of the Thames Long-Term Care Home (Tsi' Nu: yoyantle' Na' Tuhuwatisni)  
2212 Elm Avenue, R. R.#2, SOUTHWOLD, ON, N0L-2G0

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

JOAN WOODLEY (172)

**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/Director of Care, a Representative from Assured Care, a physician, 2 Nurse Managers, 3 Registered Practical Nurses, the Program Manager, the Environmental Supervisor, 4 Personal Support Workers, and Community Care Access Centre (CCAC) Manager via email.

During the course of the inspection, the inspector(s) reviewed staffing levels for registered and non-registered staff, the home's complaint process, the home's admission process, staff's orientation process, the home's fire drill records, Critical Incident submissions, the home's evacuation plan and other relevant documents.

The following Inspection Protocols were used during this inspection:

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. 22. Licensee to forward complaints**

**Specifically failed to comply with the following subsections:**

**s. 22. (1) Every licensee of a long-term care home who receives a written complaint concerning the care of a resident or the operation of the long-term care home shall immediately forward it to the Director. 2007, c. 8, s. 22 (1).**

**Findings/Faits saillants :**

1. Staff interview with the Administrator/Director of Care revealed the home did received a written complaint about the home. The Administrator/Director of Care confirmed the Ministry of Health and Long Term Care ( MOHLTC) was not notified, as required.

The home shared the written complaint with the Inspector.

[LTCHA, 2007, S.O. 2007, c.8, s.22.(1)]

**Additional Required Actions:**

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance ensure the home reports to the Director any written complaints concerning the care of a resident or the operation of the LTC Home immediately., to be implemented voluntarily.***

**Issued on this 2nd day of August, 2012**



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prévus le Loi de 2007 les  
foyers de soins de longue

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

*Jean L. Hodley .*