

**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
Oct 7, 2019	2019_727695_0026	015383-19, 016755- 19, 016768-19, 016813-19, 016869-19	Complaint

Licensee/Titulaire de permis

Caressant-Care Nursing and Retirement Homes Limited
264 Norwich Avenue WOODSTOCK ON N4S 3V9

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

Caressant Care Fergus Nursing Home
450 Queen Street East FERGUS ON N1M 2Y7

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

FARAH_KHAN (695), MARIA MCGILL (728)

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): August 15, 16, 19, 20, 21, 22, 26, 27, 28, 29, 30, September 3, 5, 6, 9, of 2019.

During the course of the inspections, the following complaints were inspected:
Intake #016768-19, IL #69710, regarding short staffing impacting the care of a resident

Intake #016869-19, IL #69740, regarding short staffing impacting the care of a resident and alleged abuse of a resident

Intake #016755-19, IL #69702, regarding short staffing affecting the care of all residents

Intake #016813-19, IL #69721, regarding short staffing impacting the care of a resident

Intake #015383-19, IL #69056, regarding the home not addressing a written complaint

PLEASE NOTE: Written Notifications, Voluntary Plans of Correction and Compliance Orders related to several areas of non-compliance, were identified in this inspection; and have been issued in Inspection Report #2019_727695_0025, dated October 7, 2019, which was conducted concurrently with this inspection.

During the course of the inspection, the inspector(s) spoke with residents, family members, personal support workers (PSW), housekeepers, maintenance worker, Dietary Services Consultant, registered practical nurses (RPN), registered nurses (RN), Nursing Student, Nurse Clerk, Behavioural Support Ontario (BSO) RPN, Resident Clinical Coordinators (RCCs), Nurse Manager, volunteers, the Director of Care (DOC), the Executive Director, Responsive Health Management-Consultant (RHM-Consultant), Responsive Health Management- Director of Operations (RHM-DOO), A. Supreme Agency Coordinator, A. Supreme Agency Manager, Staffing Administrator Staffing Relief Agency, Director Staff Relief Agency, Caressant Care Vice President of Operations

The inspectors toured the home, observed the provision of care and services, reviewed relevant documents including but not limited to: clinical records, investigation notes, complaint logs, and policies and procedures.

The following Inspection Protocols were used during this inspection:

**Dining Observation
Personal Support Services
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	
Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Légende 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). The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. 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 23rd day of October, 2019

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

Original report signed by the inspector.