



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
Mar 20, 2019	2019_618211_0005	008971-18	Complaint

Licensee/Titulaire de permis

Revera Long Term Care Inc.
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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

Montfort
705 Montreal Road OTTAWA ON K1K 0M9

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

JOELLE TAILLEFER (211)

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): March 7 and 8, 2019

During the course of the inspection, the inspector(s) spoke with the Administrator, the Assistance Director of Care (ADOC), a Registered Nurse (RN), Registered Practical Nurses (RPN), and family.

The following Inspection Protocols were used during this inspection:



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**Falls Prevention
Medication
Pain
Reporting and Complaints**

During the course of this inspection, Non-Compliances were issued.

**2 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>

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care

Specifically failed to comply with the following:

s. 6. (9) The licensee shall ensure that the following are documented:

- 1. The provision of the care set out in the plan of care. 2007, c. 8, s. 6 (9).**
- 2. The outcomes of the care set out in the plan of care. 2007, c. 8, s. 6 (9).**
- 3. The effectiveness of the plan of care. 2007, c. 8, s. 6 (9).**

Findings/Faits saillants :



1. The licensee has failed to ensure that the provision of care set out in the plan of care are documented.

Resident #002's Substitute Decision Maker (SDM) contacted the Ministry of Health and Long-Term Care on an identified date that on many occasions the resident was found not washed.

According to O. Reg. 79/10, s. 33 (1), every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of his or her choice and more frequently as determined by the resident's hygiene requirement, unless contraindicated by a medical condition.

Review of resident #002's quarterly plan of care within six months indicating that the resident will be provided with a bath or a shower twice a week as needed and the resident's choice.

Review of resident #002's flowsheet Item: "Hygiene personnelle-Bain" (Bath-Personal Hygiene) indicated to document the items and the codes on the flowsheet has followed: "B=Bain; D=Douche; L=Bain au lit; R=Refuse" (B=Bath; D=Shower; L=Bed bath; R=Refusal).

Review of the flowsheets within eight months, revealed that the identified flowsheets were not recorded twice a week. The flowsheets did not indicate for 14 weeks within the eight months if the resident was bathed twice a week or the resident refused.

In an interview with RPN #101 on an identified date, indicated that resident #002 was refusing to be bathed during the evening and the resident's SDM was cognisant.

The licensee has failed to ensure that the provision of the care set out in the plan of care related to resident's bathing was documented has completed or refused. [s. 6. (9) 1.]

**WN #2: 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:

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. The licensee has failed to ensure when the long-term care home received a written complaint concerning the care of a resident or the operation of the long-term care home, the written complaint was immediately forwarded to the Director.

Inspector #211 reviewed resident #002's Substitute Decision Maker (SDM) complaint letter sent by email on an identified date to the licensee related to the resident's care and the operation of the long-term care home.

In an interview with the ADOC on an identified date stated that the SDM received a respond from the licensee by email on the same day asking the SDM for a meeting during that week. The ADOC stated that the complaint letter sent by email from the SDM on the identified date was not forward to the Director.

The licensee has failed to ensure that the complaint letter from resident #003's SDM was immediately forwarded to the Director concerning the resident care and the operation of the long-term care home. [s. 22. (1)]

Issued on this 25th day of March, 2019

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



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Original report signed by the inspector.