



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Division de la responsabilisation et de la performance du
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|--|--|--|
| Date(s) of inspection/Date de l'inspection | Inspection No/ d'inspection (previously #182) | Type of Inspection/Genre d'inspection |
| July 19, 2010 | 2010_104_2164_19Jul103806 | Complaint: Line 14 |
| Licensee/Titulaire | | |
| Extendicare Toronto Inc. [a subsidiary of Extendicare (Canada) Inc] 3000 Steeles Avenue East, Suite 700, Markham, ON, L3R 9W2 | | |
| Long-Term Care Home/Foyer de soins de longue durée | | |
| Extendicare Guildwood 60 Guildwood Parkway, Scarborough, ON, M1E 1N9 | | |
| Name of Inspector(s)/Nom de l'inspecteur(s) | | |
| Judy Macaulay, #104 | | |

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector spoke with the Administrator, the Director of Care, several registered nursing and PSW staff, the RAI coordinator and two residents.

During the course of the inspection, the inspector reviewed resident charts and observed residents.

The following Inspection Protocol was used in part or in whole during this inspection:

Responsive Behaviours

There are no findings of Non-Compliance as a result of this inspection.

A finding of Non-Compliance was found during this inspection. The following action was taken:

1 WN



NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraph 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with the Ministry of Health Long-Term Care Homes Program Manual. Criterion B3.16 was issued:

Each resident's environment shall be maintained to minimize safety and security risks. Action shall be taken to protect each resident from identified potentially hazardous substances, conditions and equipment.

Findings:

1. The intervention of monitoring hourly for safety for an identified resident, as noted on the care plan, was not consistently implemented - interviewed PSW staff reported monitoring "once in awhile", which was clarified to be less than hourly.
2. The Home identified that this resident displayed physical and verbal aggression towards other residents at times.
3. The Home identified interventions to reduce the risk of altercations.
4. There were four incidents of aggressive behaviour noted between this resident and other residents during a five month period.
5. The interventions identified were not implemented to minimize the risk of altercations between this resident and other residents.

Inspector ID #: 104

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

Title: Date:

Date of Report :

J Macaulay, LTCH inspector - nursing
Oct. 14, 2010