



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 sous la Loi de 2007 sur les foyers de soins de longue durée

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jan 2, 2013	2012_186171_0020	H-002118-12, H-001831-12	Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

GARDEN CITY MANOR
168 Scott Street, St. Catharines, ON, L2N-1H2

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

ELISA WILSON (171)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): November 27,28,29,30,
December 3,4,5, 2012

These complaint inspections were completed simultaneously with a Resident Quality Inspection (RQI) at the home. The following areas of non-compliance related to these complaint inspections will be issued on the report of the RQI (2012_186171_0019, Log# H-002129-12):

Complaint H-001831-12
LTCHA 2007, S.O. 2007, c.8, s.3(1)19 related to resident's rights
O.Reg. 79/10, s.26(3) related to plans of care.

Complaint H-002118-12
O.Reg. 79/10, s.30(2) related to documentation,
O.Reg. 79/10, s.72(2)c related to food production
O.Reg. 79/10, s.87(2) related to housekeeping
O.Reg. 79/10, s.131(2) related to administration of drugs and
O.Reg. 79/10, s.135(1) related to medications.

During the course of the inspection, the inspector(s) spoke with the Executive Director, Director of Care, Registered staff, Personal Support Workers, Food Services Manager, Cooks, Dietary Aides, Housekeepers, Environmental Manager, RAI Coordinator, families and residents.

During the course of the inspection, the inspector(s) toured the home, observed meal service and food production, reviewed medical records and plans of care for identified residents, reviewed policies and procedures of the home and observed general maintenance, cleaning and condition of the home.

The following Inspection Protocols were used during this inspection:
Contenance Care and Bowel Management
Personal Support Services
Trust Accounts

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



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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>Legendé</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 4th day of January, 2013

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

Eisa Wör