



**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 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**

Toronto Service Area Office  
5700 Yonge Street 5th Floor  
TORONTO ON M2M 4K5  
Telephone: (416) 325-9660  
Facsimile: (416) 327-4486

Bureau régional de services de  
Toronto  
5700 rue Yonge 5e étage  
TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486

**Public Copy/Copie du public**

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| <b>Report Date(s) /<br/>Date(s) du rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>Registre no</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|--------------------------------|--|
| Aug 23, 2016                                   | 2016_430644_0003                              | 015725-16                      | Complaint  |

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**Licensee/Titulaire de permis**

INA GRAFTON GAGE HOME OF TORONTO  
40 Bell Estate Road SCARBOROUGH ON M1L 0E2

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

INA GRAFTON GAGE HOME  
40 Bell Estate Road SCARBOROUGH ON M1L 0E2

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

ANGIE KING (644)

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**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): June 14, 15, 16, 17, 20, 22, 23, 24, 27, 28, and 29, 2016.**

**The following complaint was inspected: 015725-16**

**The following complaints were inspected concurrently with this inspection: 003594-16, 028762-15, 004241-15, 010742-16, 024146-15, 016654-16, 034871-15, 018260-16, 018980-16, 018951-16, and 019431-16.**

**The following critical incidents were inspected concurrently with this inspection: 015113-15, 012753-15, 021219-15, 008769-16, 007790-16, 020172-15, 009295-14, 002890-16, 008904-16, 008582-16, 004654-15, 006351-16, 030868-15, 002560-15, 026523-15, 028855-15, 005687-14, 032374-15, 003209-16, 013080-16, 008906-16, 003668-14, 017045-16, 034916-15, and 018980-16.**

**The following Compliance Orders follow-up inspected concurrently with this inspection: 006985-16.**

**During the course of the inspection, the inspector(s) spoke with During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Nursing (DON), Assistant Nurse Manager (ANM), Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), residents, students, family members, Power of Attorneys (POA), Substitute Decision Makers (SDM).**

**During the course of the inspection, the inspectors conducted observations in home and resident areas, observation of care delivery processes including medication passes and meal delivery services, and review of the home's policies and procedures, and residents' health records.**

**The following Inspection Protocols were used during this inspection:  
Continence Care and Bowel Management**



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

#### Legendé

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.



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**Issued on this 29th day of August, 2016**

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

**Original report signed by the inspector.**