

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
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
Jul 20, 2021	2021_621755_0017	008581-21	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

MANON NIGHBOR (755)

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): July 13, 14, 15, 2021.

The following intake was completed in this complaint inspection: Log# 008581-21 was related to medication.

During the course of the inspection, the inspector(s) spoke with Executive Director, Assistant Director of Care (ADOC), Infection Prevention and Control Manager (IPAC Manager), Environmental Service Manager, Registered Nurse (RN), Personal Support Workers (PSWs) and resident.

During the course of this inspection, the inspector observed resident and staff interactions and residents' care areas, reviewed clinical health records and the Resident Home Area Daily Temperature Log forms.

**The following Inspection Protocols were used during this inspection:
Infection Prevention and Control
Medication
Safe and Secure Home**

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

1 WN(s)

1 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 O.Reg 79/10, s. 21. Air temperature

Specifically failed to comply with the following:

s. 21. (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

1. At least two resident bedrooms in different parts of the home. O. Reg. 79/10, s. 21 (2).

s. 21. (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

2. One resident common area on every floor of the home, which may include a lounge, dining area or corridor. O. Reg. 79/10, s. 21 (2).

s. 21. (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

3. Every designated cooling area, if there are any in the home. O. Reg. 79/10, s. 21 (2).

Findings/Faits saillants :

1. The licensee has failed to ensure that the temperature measured and documented in two resident's bedrooms, be in different parts of the home.

During seven days, in the month of July, 2021, there was six temperature measurements documented on the Resident Home Area Daily Temperature Log indicating that the two residents' bedrooms were not in different parts of the home, five instances the bedrooms were next to one another and in one occasion they were three bedrooms apart. The licensee's expectation was to measure the temperature of bedrooms that are at different ends of a hallway or on different wings. [s. 21. (2) 1.]

2. The licensee has failed to ensure that the temperature be measured and documented in one resident common area, on every floor of the home.

The Resident Home Daily Temperature Log readings only included measurement and documentation of the temperature from one resident's common area of the home and not from one resident's common area, on every floor of the home. The licensee was not aware that the temperature was required to be measured and documented in one residents' common area, on every floor of the home. [s. 21. (2) 2.]

3. The licensee has failed to ensure that the temperature be measured and documented in every designated cooling area of the home.

The Resident Home Daily Temperature Log form was reviewed and the row titled Designated Cooling Area, did not include any documented temperature measurements. It was indicated that the home's common areas are their cooling areas and that the home has two core areas designated as cooling areas, which are in front of the elevators on each floor; the ground floor and second floor and a dining room on each of the four neighborhoods in the home. The home has a total of six designated cooling/common areas and only one common area's temperature was measured and documented. The Licensee understood that only one temperature in the home was required to be measured. [s. 21. (2) 3.]

Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with ensuring that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

- 1. At least two resident bedrooms in different parts of the home.***
- 2. One resident common area on every floor of the home, which may include a lounge, dining area or corridor.***
- 3. Every designated cooling area. O. Reg. 246/21, s. 2., to be implemented voluntarily.***

Issued on this 21st day of July, 2021

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

Original report signed by the inspector.