



**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 prévue le Loi de 2007 les foyers de soins de longue**

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch  
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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Date(s) of inspection/Date(s) de l'inspection	inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Oct 2, 4, 9, 10, 2012	2012_161152_0002	Other

**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**

EAGLE TERRACE  
329 EAGLE STREET, NEWMARKET, ON, L3Y-1K3

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

CATHERINE PALMER (152), LORI KANE (322)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct an Other inspection.

During the course of the inspection, the inspector(s) spoke with the Director of Care, RAI Coordinator, Registered Staff, Registered Dietitian, Food Service Manager, Programs Manager, Personal Support Workers, Food Service Workers, Resident Council President, Residents.

During the course of the inspection, the inspector(s) a walk through of the building, observed residents and staff, observed dining service, conducted interviews.

The following Inspection Protocols were used during this inspection:

Residents' Council

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

<b>Legend</b> WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b> 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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 69. Weight changes**

Every licensee of a long-term care home shall ensure that residents with the following weight changes are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated:

1. A change of 5 per cent of body weight, or more, over one month.
2. A change of 7.5 per cent of body weight, or more, over three months.
3. A change of 10 per cent of body weight, or more, over 6 months.
4. Any other weight change that compromises the resident's health status. O. Reg. 79/10, s. 69.

**Findings/Faits saillants :**

1. Resident #1 has experienced significant, ongoing weight loss from January 4, 2012 to September 1, 2012. The resident triggered each month for either 5% weight loss in one month, 7.5% weight loss in 3 months, or 10% weight loss in 6 months.

Not all weight changes in 2012 were assessed using an interdisciplinary approach.

An interdisciplinary assessment was not completed in June 2012 when the identified resident experienced an additional change of over 5 per cent body weight loss over one month.

**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 to ensure that all residents with weight changes of 5 percent body weight, or more, in one month, 7.5 percent of body weight, or more, over 3 months, and 10 percent of body weight, or more, over six months are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated, to be implemented voluntarily.*

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 26. Plan of care**

Specifically failed to comply with the following subsections:

- s. 26. (4) The licensee shall ensure that a registered dietitian who is a member of the staff of the home,
- (a) completes a nutritional assessment for all residents on admission and whenever there is a significant change in a resident's health condition; and
  - (b) assesses the matters referred to in paragraphs 13 and 14 of subsection (3). O. Reg. 79/10, s. 26 (4).

**Findings/Faits saillants :**

1. Resident #1 has experienced significant, ongoing weight loss from January 4, 2012 to September 1, 2012. The resident experienced a further change of over 5 per cent body weight loss over one month, from May to June 2012. The home's registered dietitian did not complete an assessment, including an assessment of the resident's nutritional and hydration status, and any other risks related to nutrition care when the resident experienced this further significant change in health condition.

**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 to ensure that the Registered Dietitian completes a nutritional assessment for all residents whenever there is a significant change in a resident's health condition and that the Registered Dietitian assesses nutritional status including height, weight, and any risks relating to nutrition care, to be implemented voluntarily.***

Issued on this 11th day of October, 2012

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

Cathy Palmer RD