

**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**Sudbury Service Area Office
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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
Jan 6, 2021	2020_768693_0026	018983-20, 019745- 20, 021054-20	Complaint

Licensee/Titulaire de permisSt. Joseph's Care Group
35 North Algoma Street Thunder Bay ON P7B 5G7**Long-Term Care Home/Foyer de soins de longue durée**Hogarth Riverview Manor
300 Lillie Street Thunder Bay ON P7C 4Y7**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**MELISSA HAMILTON (693), DEBBIE WARPULA (577), JULIE KUORIKOSKI (621),
LISA MOORE (613)**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): December 7 to 11, 2020, and December 14 to 17, 2020.

The following intakes were inspected upon during this Complaint inspection:

- two intakes regarding resident care concerns; and**
- one intake regarding nutrition and hydration concerns.**

Critical Incident System (CIS) inspection #2020_768693_0027, and Follow Up inspection #2020_768693_0028 were conducted concurrently with this Complaint inspection.

A finding of non-compliance related to section 6. (7) of the Long-Term Care Homes Act, 2007, has been issued in the Follow Up Inspection Report #2020_768693_0028, which was conducted concurrently with this inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), Extencicare Assist LTC Consultant, Clinical Managers (CMs), Manager of Food Services, Psychogeriatric Resource Consultant, Registered Nurses (RNs), Registered Dietitian (RD), Learning and Telemedicine Facilitator, Resident Assessment Instrument Coordinators (RAI Coordinators), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Resident Home Workers (RHWs), residents, and their family members.

The following Inspection Protocols were used during this inspection:
Contenance Care and Bowel Management
Nutrition and Hydration
Prevention of Abuse, Neglect and Retaliation

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

<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>

Issued on this 14th day of January, 2021

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

Original report signed by the inspector.