



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

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

**Ministère de la Santé et des Soins de
longue durée**

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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		Licensee Copy/Copie du Titulaire	X Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection April 19, 2011	Inspection No/ d'inspection 2011_102_9546_19Apr152303	Type of Inspection/Genre d'inspection Log # O-000775 Critical Incident	
Licensee/Titulaire Regional Municipality of Durham 605 Rosslan Road East Whitby, Ontario L1N 6A3 Fax # 905 666 6221			
Long-Term Care Home/Foyer de soins de longue durée Lakeview Manor 133 Main Street Beaverton, Ontario L0K 1A0 Fax # 705 426 4218			
Name of Inspector(s)/Nom de l'inspecteur(s) Wendy Berry (102)			
Inspection Summary/Sommaire d'inspection			
<p>The purpose of this inspection was to conduct a critical incident inspection related to an elopement.</p> <p>During the course of the inspection, the inspector spoke with: the Administrator, Assistant Administrator, Director of Care, Maintenance worker, 3rd floor Charge Nurse.</p> <p>During the course of the inspection, the inspector reviewed the door security systems on the 1st floor main entrance and rear entrance/exit doors and a 1st floor door leading into a stairway; reviewed the chart of one resident and "Resident monitoring" checklists for one resident.</p> <p>The following inspection protocol was used during this inspection: Safe and Secure Home.</p> <p>Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p>1 WN 1 CO: CO # 001</p>			



NON-COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with: The Licensee has failed to comply with O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home must be,
 - iii. Equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and,
 - A. is connected to the resident staff communication and response system, or
 - B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

Findings:

1. Doors that lead to stairways and the outside of the home are not equipped with an audible alarm that allows calls to be cancelled only at the point of activation, and
2. Doors that lead to stairways and the outside of the home are not equipped with an audible door alarm that is connected to the resident staff communication and response system or an audible door alarm system that is connected to an audio visual enunciator that is connected to the nurses' station nearest the door and has a manual reset switch at each door.
3. Some of the 1st floor doors were equipped with an audible localized door alarm that activates if the door is held open for a set period of time. The alarm self cancels when the door is closed.

Inspector ID #: 102

Additional Required Actions:

CO # 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

Title:

Date:

Date of Report: (if different from date(s) of inspection).

May 2, 2011



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 Direction de l'amélioration de la performance et de la conformité

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Wendy Berry	Inspector ID # 102
Log #:	Log # O-000775	
Inspection Report #:	2011_102_9546_19Apr152303	
Type of Inspection:	Critical Incident	
Date of Inspection:	April 19, 2011	
Licensee:	Regional Municipality of Durham 605 Rosslan Road East Whitby, Ontario L1N 6A3 Fax # 905 666 6221	
LTC Home:	Lakeview Manor 133 Main Street Beaverton, Ontario L0K 1A0 Fax # 705 426 4218	
Name of Administrator:	Pearle Perez	

To Regional Municipality of Durham, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
<p>Pursuant to: O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:</p> <ol style="list-style-type: none"> 1. All doors leading to stairways and the outside of the home must be, <ol style="list-style-type: none"> iii. Equipped with an audible door alarm that allows calls to be cancelled only at the point of activation, and <ol style="list-style-type: none"> A. is connected to the resident staff communication and response system, or B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door. 			
<p>Order: The licensee will comply with all rules for doors in the Long Term Care home. All doors leading to stairways and the outside of the home are to be equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and is connected to the resident staff communication and response system, or is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.</p>			



Ministry of Health and Long-Term Care

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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

Grounds:

1. Doors that lead to stairways and the outside of the home are not equipped with an audible alarm that allows calls to be cancelled only at the point of activation, and
2. Doors that lead to stairways and the outside of the home are not equipped with an audible door alarm that is connected to the resident staff communication and response system or an audible door alarm system that is connected to an audio visual enunciator that is connected to the nurses' station nearest the door and has a manual reset switch at each door.
3. Some of the 1st floor doors were equipped with an audible localized door alarm that activates if the door is held open for a set period of time. The alarm self cancels when the door is closed.

This order must be complied with by: December 01, 2011

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

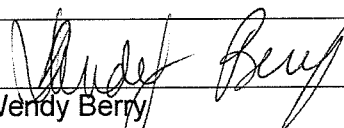


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Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Issued on this 2 nd day of May, 2011	
Signature of Inspector:	
Name of Inspector:	Wendy Berry
Service Area Office:	Ottawa