



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

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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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: May 10, 31, Jun 6, 13, Jul 12, 2012; 2012\_027192\_0022; Critical Incident

Licensee/Titulaire de permis

CITY OF HAMILTON
77 James Street North, Suite 400, HAMILTON, ON, L8R-2K3

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

MACASSA LODGE
701 UPPER SHERMAN AVENUE, HAMILTON, ON, L8V-3M7

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

DEBORA SAVILLE (192)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with Nurse Manager, and Registered Practical Nurses and residents related to H-002384-11 and H-000798-12.

During the course of the inspection, the inspector(s) reviewed medical records, incident reports and investigation notes.

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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 LTCHA, 2007 S.O. 2007, c.8, s. 19. Duty to protect  
Specifically failed to comply with the following subsections:**

**s. 19. (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff. 2007, c. 8, s. 19 (1).**

**Findings/Faits saillants :**

1. The licensee failed to protect residents from abuse by anyone.

- a) In 2012, a specified resident was treated roughly by a staff member causing pain in the leg and leaving the resident feeling threatened.
  - i) The resident's leg was grabbed by the staff member and the resident felt as if they were being thrown over to the side of the bed, causing pain.
  - ii) The resident indicated during interview that they felt threatened by the identified staff member and that the staff member made them feel as if they were "in the way" and fearful to ring the call bell. The resident described the staff member as being "annoyed" and "worked up".

The specified resident was not protected from verbal and physical abuse by a staff member.

- b) In 2011, a specified resident was grabbed by a co-resident causing a scratch to the neck and choking pressure from the clothing as it was pulled by the co-resident.
  - i) The co-resident had been exhibiting an exacerbation in responsive behaviours, with four previous documented incidents of verbal and physical aggression directed at staff and residents over a three month period in 2011.

In 2011, the specified resident was not protected from abuse by anyone.

**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 ensuring that residents are protected from abuse by anyone, to be implemented voluntarily.**

**Issued on this 13th day of July, 2012**



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

*Roberto Savello (192)*