



**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

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

Division de la responsabilisation et de la performance du  
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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
May 12, 17, 18, 2011	2011_109_2589_12May093500	Complaint # T 040/440-11

**Licensee/Titulaire**  
Revera Long Term Care Inc  
55 Standish Court 8<sup>th</sup> floor  
Mississagua, Ontario, L5R 4B2  
Phone 289-360-1200  
Fax 289-360-1201

**Long-Term Care Home/Foyer de soins de longue durée**  
Main Street Terrace

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Susan Squires (109)

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a Complaint Inspection.

During the course of the inspection, the inspector spoke with: Administrator, Director of Care, Associate Director of Care.

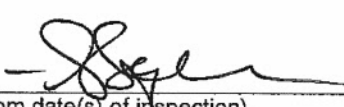
During the course of the inspection, the inspector: Reviewed the resident's health record

The following Inspection Protocols were used in part or in whole during this inspection:  
Personal Support Services

Findings of Non-Compliance were found during this inspection. The following action was taken:

- [ 1 ] WN
- [ 1 ] VPC



<b>NON- COMPLIANCE / (Non-respectés)</b>	
<b>Definitions/Définitions</b>	
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 <i>Long-Term Care Homes Act, 2007</i> (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 <i>Loi de 2007 les foyers de soins de longue durée</i> 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.
<b>WN # 1</b> The Licensee has failed to comply with <b>LTCHA, 2007, S.O. 2007, c. 8, s.6 (7)</b> The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).	
<b>Findings:</b>	
<ul style="list-style-type: none"> <li>• <b>Four of the prescribed medications were not available for administration to a resident who returned to the home from the hospital.</b></li> <li>• <b>The nurse attempted to contact the satellite pharmacy to order the medications for a resident on two separate numbers but did not receive a response.</b></li> <li>• <b>The resident did not receive four of the medications as prescribed by the physician.</b></li> </ul>	
<b>Inspector ID #:</b>	109
<b>Additional Required Actions:</b>	
<b>VPC</b> - pursuant to the <i>Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2)</i> the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the care is provided to the resident's according to the plan of care, to be implemented voluntarily.	
<b>Signature of Licensee or Representative of Licensee</b> <b>Signature du Titulaire du représentant désigné</b>	<b>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.</b>  
<b>Title:</b>	<b>Date:</b>
	<b>Date of Report:</b> (if different from date(s) of inspection). 