



**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
August 17, 2010 Sept 24, 2010	2010_132_2888_19Aug103435 2010_132_2888_24Sep122430	Other: T-2787-2010

Licensee/Titulaire
Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc as General Partner

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

Name of Inspector(s)/Nom de l'inspecteur(s)
Rosemary Lam (#132)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an "Other" inspection T-2787-2010

During the course of the inspection, the inspector(s) spoke with: Administrator, Director of Care, Resident Care Coordinator, Charge nurses on several units, Personal care support worker, residents and Family member.

During the course of the inspection, the inspector reviewed resident files, held interviews, visited residents in their rooms.

The following Inspection Protocols were used during this inspection:
Skin and Wound Care Inspection protocol

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

1 WN
1 VPC

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.

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-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.)

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:

- i) LTCHA S.O. 2007, c. 8, s. 6 (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and the needs and preferences of that resident; and
- ii) LTCHA S.O. 2007, c.8, s. 6(7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings:

As of August 17, 2010

1. Wound treatment order for a resident's wound was not implemented until 15 days later.
2. Wound treatment order for a resident's skin tear was not provided from Aug 1-16, 2010. The July 2010 treatment was missing from the current Treatment book when the July treatment was not transferred to the new month August 2010's Treatment Book at the end of the month. Wound assessment information was not available for this resident for August 2010.
3. Monthly Blood Pressures monitoring was not done for 21 out of 28 residents for the month of August, 2010. One of the residents has a history of elevated blood pressure, requiring regular monitoring. Staff advised that the blood pressures are normally taken within the 1st week of each month. After Ministry staff pointed this out on August 17, 2010, staff began taking blood pressure readings for the 21 residents with a goal to complete for all by August 20, 2010.

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 with ensuring the system for transcription of treatment orders is timely and effective, to be implemented voluntarily.

T2787-10 . Public



CORRECTED NON-COMPLIANCE Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
LTCH Program Manual R4.1 related to drugs policies.			March 10, 2009	
LTCH Program Manual R6.3 related to unlock drug cart.			March 10, 2009	
NHA Reg 832, s.63(3); LTCH program manual C1.14 related to medication left at bedside.			March 10, 2009; November 5, 2008, Oct 2007, March 30, 2007	
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. <i>Roman Jan</i>	
Title:	Date:	Date of Report: (if different from date(s) of inspection). <i>Nov 5, 2010</i>		

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