



**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

Toronto Service Area Office
55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

Bureau régional de services de Toronto
55, avenue St. Clair Ouest, 8^{ième} étage
Toronto, ON M4V 2Y7

**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

Telephone: 416-325-9297
1-866-311-8002

Téléphone: 416-325-9297
1-866-311-8002

Facsimile: 416-327-4486

Télécopieur: 416-327-4486

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection December 22 and December 23, 2010 and February 2, 2011	Inspection No/ d'inspection 2010_189_9605_22Dec103617	Type of Inspection/Genre d'inspection Complaint T 2630
Licensee/Titulaire The Regional Municipality of York 17250 Yonge Street Newmarket, Ontario L3Y 6Z1		
Long-Term Care Home/Foyer de soins de longue durée York Region Maple Health Centre 10424 Keele Street Maple, Ont L6A 2L1		
Name of Inspector(s)/Nom de l'inspecteur(s) Nicole Ranger (189)		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Complaint inspection regarding Falls, Oral Hygiene Supervision, Nutrition and Hydration, Medication, Physiotherapy services

During the course of the inspection, the inspector spoke with: Director of Care (DOC), Registered Nursing Staff, Physiotherapist, Personal Support Workers

During the course of the inspection, the inspector:

- Conducted a walk through of resident home area and common areas
- Reviewed health care records
- Reviewed the home's Falls Prevention Program

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

Nutrition and Hydration Inspection Protocol
Falls Prevention Inspection Protocol
Personal Support Services Inspection Protocol

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

2 WN
2 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.

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 O. Reg. 79/10, s 28 (b)
28. Where, immediately before the coming into force of this section, there is a plan of care in place with respect to a resident, the licensee of the long-term care home shall ensure,
(b) that the plan of care is reviewed during that six months if the resident's needs change, the care in the plan of care is no longer necessary or the care in the plan of care has not been effective.

Findings:

1. A resident had a significant fall with injury
2. The resident continued to have multiple falls following the major fall with injury
3. The plan of care was not reviewed and revised to reflect significant change in health status following the fall with injury

Inspector ID #: 189

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 to ensure the resident written plans of care is revised immediately as required, to be implemented voluntarily

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 34 (1) a, b

34. (1) Every licensee of a long-term care home shall ensure that each resident of the home receives oral care to maintain the integrity of the oral tissue that includes,

(a) mouth care in the morning and evening, including the cleaning of dentures;

(b) physical assistance or cuing to help a resident who cannot, for any reason, brush his or her own teeth

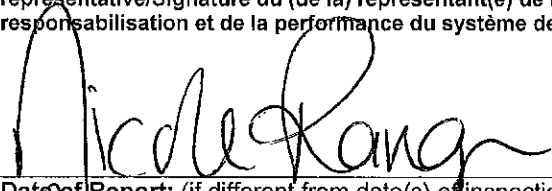
Findings:

1. Resident was not provided appropriate oral care to maintain integrity of the oral tissue; the resident was not assessed and treated as required.

Inspector ID #: 189

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 to ensure the resident receive appropriate oral care to maintain integrity of the oral tissue as required, to be implemented voluntarily

<p>Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné</p>	<p>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.</p> 
<p>Title: _____ Date: _____</p>	<p>Date of Report: (if different from date(s) of inspection). March 21/11</p>