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
Telephone: 613-569-5602
Facsimile: 613-569-9670

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
Bureau régional de services de Ottawa

347, rue Preston, 4iém étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
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January 12, 2011

Ms. Duna Qaqish
Administrator
Ballycliffe Lodge Nursing Home
70 Station Street
Ajax ON L1S 1R9

Dear Ms. Qaqish:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on December 2, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely

Wendy Berry
LTC Home Inspector – Environmental Health

c President, Resident's Council
President, Family Council

Ontario

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*

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	Licensee Copy/Copie du Titulaire	X Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection December 02, 2010	**Inspection No/ d'inspection** 2010_102_2658_02Dec135955	**Type of Inspection/Genre d'inspection** Complaint Log # O-002518

Licensee/Titulaire
Chartwell Master Care LP
100 Milverton Drive., Suite 700
Mississauga, Ontario L5H 4R1 Fax# 905 501 0813

Long-Term Care Home/Foyer de soins de longue durée
Ballycliffe Lodge Nursing Home
70 Station Street
Ajax, Ontario L1S 1R9 Fax # 905 427 5846

Name of Inspector(s)/Nom de l'inspecteur(s)
Wendy Berry (102)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the resident-staff communication and response system.

During the course of the inspection, the inspector spoke with: the Administrator, a Registered Practical Nurse (RPN) several Person Support Workers (PSWs), and a resident.

During the course of the inspection, the inspector: checked the operation of the communication and response system on 2nd floor, reviewed the 2nd floor maintenance log, reviewed the posted Resident and Family Council meeting minutes for September 2010.

The following Inspection Protocol was used during this inspection: Safe and Secure Home.

There are no findings of Non-Compliance as a result of this inspection.

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: December 03, 2010