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*

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

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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
November 15, 2010	2010_157_9504_15Nov130619	Complaint Log O-001895

Licensee/Titulaire
Toronto Long-Term Care Homes and Services, 55 John Street, Metro Hall, 11th Floor, Toronto, ON M5V 3C6
Fax: (416)392-4180

Long-Term Care Home/Foyer de soins de longue durée
Bendale Acres, 2920 Lawrence Avenue East, Scarborough, ON M1P 2T8 Fax: (416)397-7067

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

Pat Powers, #157

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident investigation related to the care provided to a resident.

During the course of the inspection, the inspectors spoke with the Assistant Administrator, the Director of Care (DOC), one nurse manager, one Registered Nurse (RN), and one Personal Service Worker (PSW)

During the course of the inspection, the inspector observed the resident, the resident's clinical health record and the home's lifting devices.

One finding of Non-Compliance was found during this inspection. The following action was taken:

1 WN

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 LTCHA, 2007, 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:

1. The plan of care indicates the assistance required to move, position and transfer a resident.
2. On September 18, 2010 investigation indicated the resident had suffered a fractured humerus.
3. Further investigation indicated that on September 18, 2010 care was not provided to the resident as specified in the plan of care.

Inspector ID #: 157

Additional Required Actions:

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:** (if different from date(s) of inspection). November 17, 2010