

**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

Sudbury Service Area Office
159 Cedar Street, Suite 603
Sudbury, ON P3A 6A5

Telephone: 705-564-3130
Facsimile: 705-564-3133

Bureau régional de services de Sudbury
159, rue Cedar, Suite 603
Hamilton, ON L8P 4Y7

Téléphone: 705-564-3130
Télécopieur: 705-564-3133

Inspection Report under the LTC Homes Act, 2007 x Public Copy Licensee Copy		Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée Copie du Titulaire x Copie de la Publique	
Date(s) of inspection/Date de l'inspection July 14-16, 2010	Inspection No/ d'inspection 2010_106_2620_14Jul 121647	Type of Inspection/Genre d'inspection Complaint	
Licensee/Titulaire Revera Long Term Care INC			
Long-Term Care Home/Foyer de soins de longue durée Birchwood Terrace			
Name of Inspector(s)/Nom de l'inspecteur(s) Margot Burns-Prouty			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection was to conduct a/an complaint inspection The inspection was conducted by Margot Burns-Prouty. The inspection occurred on July 14-16, 2010. During the course of the inspection, the inspector(s) spoke with: Administrator, Director of care and services, RAI Coordinator, Registered Nurse, Registered Practical Nurses, and Personal Support Workers. The following Inspection Protocols were used in part or in whole during this inspection: Prevention of Abuse and Neglect, Safe and Secure Home, Nutrition and Hydration, Personal Support Services and Responsive Behaviours Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance. 4 Findings of Non-Compliance were found during this inspection. The following action was taken: 4 WN 2 VPC 0 Co: CO#			

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'exigences 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.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit

VPC – Plan of correction/Plan de redressement

DR – Director Referral/Régisseur envoyé

CO – Compliance Order/Ordres de conformité

WAO – Work and Activity Order/Ordres: travaux et activités

WN#1: The Licensee has failed to comply with: **LTCHA, 2007, S.O. 2007, C. 8, S. 6 (10)(b):**

The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when the resident's care needs change or care set out in the plan is no longer necessary

Findings:

This was found not to be in compliance. The written plan of care for a resident has not been revised to reflect the care currently being provided for this resident.

Inspector ID#: 106

Required Compliance Date: Immediate

WN#2: The Licensee has failed to comply with: **O. REG. 79/10, S. 26 (3) 5:**

A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident: Mood and behaviour patterns, including wandering, any identified responsive behaviours, any potential behavioural triggers and variations in resident functioning at different times of the day

Findings:

1. This was found not to be in compliance. The written plan of care for a resident does not address the identified responsive behaviours or any potential behavioral triggers regarding this resident being aggressive / abusive towards other persons in the home.

VPC- Pursuant to LTCHA, 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 O. REG, 79/10, S. 26(3)5 in respect of written notification 2. This is to be implemented voluntarily.

Inspector ID#: 106

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'exigences 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.

Required Compliance Date: August 4, 2010

WN#3: The Licensee has failed to comply with: O. REG. 79/10, S. 9.2:

All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents.

Findings:

1. This was found not to be in compliance. Dumb-waiter doors that lead to non-residential areas were found unlocked.
2. On July 16, 2010 the dumb-waiter on floor 2, that is in the resident kitchenette area, was found to have the key in the engaged in the lock to the door. Access to the dumb-waiter was gained.
3. On July 16, 2010 the dumb-waiter on floor 3, which is in the resident kitchenette area, was found to be unlocked and access was gained.

VPC- Pursuant to LTCHA, 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 O. REG. 79/10, S. 9.2 in respect of written notification 3. This is to be implemented voluntarily.

Inspector ID#: 106

Required Compliance Date: August 4, 2010

WN#4: The Licensee has failed to comply with: O. REG. 79/10, S. 90 (2) (g):

The licensee shall ensure that procedures are developed and implemented to ensure that, the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature.

Findings:

This was found not to be in compliance. On July 16, 2010 in three separate resident washrooms the water temperature was found to be above 49 degrees Celsius.

Inspector ID#: 106

Required Compliance Date: Immediate

Signature of Licensee of Designated Representative
Signature du Titulaire du représentant désigné

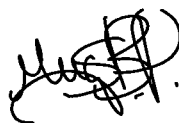
Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

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'exigences prévue le paragraph 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.



Title:

Date:

Date of Report (if different from date(s) of inspection).

July 26, 2010

Verbal Report Delivered to the Home July 20, 2010