



**Ministry of Health and  
Long-Term Care**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue**

Health System Accountability and Performance  
Division

Performance Improvement and Compliance Branch

Division de la responsabilisation et de la  
performance du système de santé

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| Date(s) of inspection/Date(s) de l'inspection         | Inspection No/ No de l'inspection | Type of Inspection/Genre d'inspection |
|-------------------------------------------------------|-----------------------------------|---------------------------------------|
| Mar 14, 26, 28, 29, Apr 25, 26, May 3, 4, 8, 10, 2012 | 2012_070141_0003                  | Complaint                             |

**Licensee/Titulaire de permis**

REGENCY LTC OPERATING LP ON BEHALF OF REGENCY  
100 Milverton Drive, Suite 700, MISSISSAUGA, ON, L5R-4H1

**Long-Term Care Home/Foyer de soins de longue durée**

THE BRANT CENTRE  
1182 NORTSHORE BLVD. EAST, BURLINGTON, ON, L7S-1C5

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

SHARLEE MCNALLY (141)

**Inspection Summary/Résumé de l'Inspection**

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator (acting), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), and physicians

During the course of the inspection, the inspector(s) reviewed resident records, licensee's policy and procedures, and observed continence care product storage and supply quantities.

Log #H-000409-12

PLEASE NOTE: One non-compliance was found related to the licensee's failure to ensure resident's are reassessed and their plan of care reviewed and revised at a time when care needs change. This non-compliance (LTCHA s.6(10)b) was issued in Inspection # 2012-070141-0002, conducted on March 16, 2012 and is contained in the Report of that inspection.

One non-compliance was found related to the licensee's failure to ensure that any plan, policy, protocol, procedure, strategy or system that was put in place was complied with. This non-compliance (O.Reg 79/10 s.30 (2)) was issued in Inspection # 2012-070141-0002, conducted on March 16, 2012 and is contained in the Report of that inspection.

The following Inspection Protocols were used during this inspection:

Continence Care and Bowel Management

Pain

Personal Support Services

Skin and Wound Care

Findings of Non-Compliance were found during this inspection.

| <b>NON-COMPLIANCE / NON-RESPECT DES EXIGENCES</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Legend</b>                                                                                                                                                                                                                                                           | <b>Legendé</b>                                                                                                                                                                                                                                                                                     |
| WN – Written Notification                                                                                                                                                                                                                                               | WN – Avis écrit                                                                                                                                                                                                                                                                                    |
| VPC – Voluntary Plan of Correction                                                                                                                                                                                                                                      | VPC – Plan de redressement volontaire                                                                                                                                                                                                                                                              |
| DR – Director Referral                                                                                                                                                                                                                                                  | DR – Aiguillage au directeur                                                                                                                                                                                                                                                                       |
| CO – Compliance Order                                                                                                                                                                                                                                                   | CO – Ordre de conformité                                                                                                                                                                                                                                                                           |
| WAO – Work and Activity Order                                                                                                                                                                                                                                           | WAO – Ordres : travaux et activités                                                                                                                                                                                                                                                                |
| 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 non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD. |
| The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.                                                                                                                                                         | Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.                                                                                                                                                                                        |

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 50. Skin and wound care**

**Specifically failed to comply with the following subsections:**

**s. 50. (2) Every licensee of a long-term care home shall ensure that,**

**(a) a resident at risk of altered skin integrity receives a skin assessment by a member of the registered nursing staff,**

**(i) within 24 hours of the resident's admission,**

**(ii) upon any return of the resident from hospital, and**

**(iii) upon any return of the resident from an absence of greater than 24 hours;**

**(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure ulcers, skin tears or wounds,**  
**(i) receives a skin assessment by a member of the registered nursing staff, using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,**

**(ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,**

**(iii) is assessed by a registered dietitian who is a member of the staff of the home, and any changes made to the resident's plan of care relating to nutrition and hydration are implemented, and**

**(iv) is reassessed at least weekly by a member of the registered nursing staff, if clinically indicated;**

**(c) the equipment, supplies, devices and positioning aids referred to in subsection (1) are readily available at the home as required to relieve pressure, treat pressure ulcers, skin tears or wounds and promote healing; and**

**(d) any resident who is dependent on staff for repositioning is repositioned every two hours or more frequently as required depending upon the resident's condition and tolerance of tissue load, except that a resident shall only be repositioned while asleep if clinically indicated. O. Reg. 79/10, s. 50 (2).**

**Findings/Faits saillants :**



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1. The licensee did not ensure an identified resident, who was exhibiting altered skin integrity including skin breakdown, was reassessed at least weekly by a member of the registered nursing staff. The resident had ongoing altered skin integrity. Review of the resident's records indicated that weekly assessments of the resident's skin integrity was not documented consistently as being completed for multiple months. The Administrator (acting) confirmed there were no other records to indicate the assessments had been completed. s.50(2)(iv)

Issued on this 10th day of May, 2012

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

A handwritten signature in cursive script, appearing to read "Sharon M. [unclear]", written in black ink on a white background.