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
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
September 22, 2010	2010_157_2701_14Sep143555	Complaint Log #O-000584

Licensee/Titulaire
Caressant Care Nursing and Retirement Homes Limited,
264 Norwich Avenue,
Woodstock, ON
N4S 3V9
Fax 519-539-9601

Long-Term Care Home/Foyer de soins de longue durée
Caressant Care Lindsay Nursing Home
240 Mary St. West,
Lindsay, ON
K9V 5K3
Fax 705-328-3283

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 complaint inspection related to the care of a resident.

During the course of the inspection, the inspector spoke with the Director of Care, one Registered Nurse (RN), four residents and several Personal Support Workers (PSW).

During the course of the inspection, the inspector reviewed the resident's clinical health record.

The following Inspection Protocols were used during this inspection:
Personal Support Services Inspection Protocol
Dignity, Choice and Privacy Inspection Protocol
Minimizing of Restraining Inspection Protocol

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 clinical health record indicates that the resident has had numerous, recurrent urinary tract infections.
2. The physician's order requires that urine specimens be collected and tested monthly and as needed.
3. Laboratory reports indicate that urine specimens were collected and sent to the laboratory for testing as follows: June, August and September.
4. There was no laboratory report found for July 2010.

Inspector ID #:	157

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.** Patricia A Purvis
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection). November 17, 2010.