

**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, 4^{ième} étage
Ottawa ON K1S 3J4
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October 31, 2011

Ms. Cathy Drouin
Administrator
2330 Carling Avenue
Ottawa ON K2B 7H1

Dear Ms. Drouin:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on September 29 and October 7 and 19, 2011 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,

A handwritten signature in dark ink that reads "Lyne Duchesne for". The signature is written in a cursive style with a large loop at the end.

Lyne Duchesne
LTC Home Inspector – Nursing

c President, Resident's Council
President, Family Council



**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**

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Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Sep 29, 30, Oct 7, 19, 2011	2011_034117_0027	Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

CARLINGVIEW MANOR
2330 CARLING AVENUE, OTTAWA, ON, K2B-7H1

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

LYNE DUCHESNE (117)

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 home's Adminsitrator, the Director of Care (DOC), to the Dietary Manager, to several Nurse Clinical Managers, to several Registered Nurses (RN), to several Registered Practical Nurses (RPN), to several Personal Support Workers (PSW), to a housekeeper and to several residents.

During the course of the inspection, the inspector(s) reviewed a resident's health care record , reviewed a resident's partial health care record , examined a resident care unit tub room, bathing equipment and Sara Lifts, examined soap and paper towel dispensers in several resident bathrooms on a resident care unit and reviewed the home's 4-week menu.

During the inspection period, the inspector completed two complaint inspections. The log numbers are as follows: #O-001048-11 and #O-001611-11.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Food Quality

Hospitalization and Death

Medication
Skin and Wound Care

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES	
Legend	Legendé
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. 44. Every licensee of a long-term care home shall ensure that supplies, equipment and devices are readily available at the home to meet the nursing and personal care needs of residents. O. Reg. 79/10, s. 44.

Findings/Faits saillants :

1. A resident was prescribed to have oxygen at all times. The resident was unable to go to the unit dining room for meals, as the home's portable oxygen tanks had technical refill difficulties and did not have enough oxygen capacity to allow the resident to circulate outside of his/her room for lengthy periods of time. This is confirmed by family, Director of Care, Nurse Clinical Manager and PSWs staff interviews. [log # O-001048-11]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 233. Retention of resident records
Specifically failed to comply with the following subsections:

s. 233. (1) Every licensee of a long-term care home shall ensure that the record of every former resident of the home is retained by the licensee for at least 10 years after the resident is discharged from the home. O. Reg. 79/10, s. 233 (1).

Findings/Faits saillants :

1. A resident was admitted to the home in May 2011. The resident was later admitted to hospital and discharged from the home in June 2011.

The resident's health care records have been misplaced and the home is unable to locate them. [log # O-001048-11]



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Ministère de la Santé et des
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Rapport d'inspection
prévus le Loi de 2007 les
foyers de soins de longue

Issued on this 19th day of October, 2011

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

A handwritten signature in black ink, appearing to read "Lynne Jackson", written within a rectangular box.