



**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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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
Mar 6, 7, 8, 13, 14, 2012	2012_034117_0012	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 Administrator, the Regional Director of Client Services, two Clinical Care Managers, several Registered Nurses (RN), a Registered Practical Nurse (RPN), several Personal Support Workers (PSW), a Rehabilitation Assistant, a housekeeper and several residents.

During the course of the inspection, the inspector(s) reviewed the health care records for six identified residents; reviewed resident care unit bath schedule; and examined a resident shower room.

The following Inspection Protocols were used during this inspection:

Personal Support Services

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. 33. Bathing

Specifically failed to comply with the following subsections:

s. 33. (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of his or her choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition. O. Reg. 79/10, s. 33 (1).

Findings/Faits saillants :



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1. The Licensee failed to ensure that O.Reg 79/10 section 33 (1) is respected in that residents are bathed, at a minimum twice a week by the method of their choice.

Resident #1 health care record indicates that the resident was bathed / showered once during the week of January 8 2012, this on January 8 2012; once during the week of January 22 2012, on January 25 2012 and was not bathed during the week of February 12 2012. No documentation was found in the resident's health care record related to baths being rescheduled and given on another day for this resident.

Resident #2 health care record indicates that the resident prefers to have a shower, twice a week. Resident #2 health care record documents that the resident was showered once during the week of January 1 2012, on January 3 2012 and was not bathed/showered during the weeks of January 29 and February 12 2012. No documentation was found in the resident's health care record related to baths being rescheduled and given on another day for this resident.

Resident #3 health care record indicates that the resident was bathed / showered was bathed during the week of January 15 2012. No documentation was found in the resident's health care record related to baths being rescheduled and given on another day for this resident.

Resident #4 health care record indicates that the resident prefers to have a shower, twice a week. Resident #4 health care record documents that the resident was bathed / showered once during the week of January 15 2012, on January 21 2012. No documentation was found in the resident's health care record related to baths being rescheduled and given on another day for this resident.

Resident #5 health care record indicates that the resident prefers to have a shower, twice a week. ^{Resident #5 (u)} health care record documents that during the week of January 29 2012, the resident only received one shower on February 4 2012. It also documents that during the week of February 5 2012, resident #5 only received one shower on February 8 2012. No documentation was found in the resident's health care record related to baths being rescheduled and given on another day for this resident.

Resident #6 health care record indicates that the resident was bathed / showered once during the week of January 15 2012, on January 20 2012. No documentation was found in the resident's health care record related to baths being rescheduled and given on another day for this resident.

A clinical care manager stated during an interview on March 7 2012, that one of the home's resident care unit has been having some staffing problems in January and February 2012, which affected the residents bathing schedule. The clinical care manager stated that staff do try to reschedule residents baths to ensure that they have two baths or showers per week.

Interviewed a resident care unit's RPN and RN on March 6, 2012, and they stated that resident bath schedules are affected when the unit is short one staff member. They stated that staff try to provide baths as per bath schedule but cannot ensure that the residents will be bathed when unit is short staffed. They also state that they cannot ensure that the resident scheduled baths are rescheduled to another time or another day when the unit is short staffed.

Issued on this 14th day of March, 2012



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

A handwritten signature in black ink, appearing to read "Lynne Doherty", written over a large, faint, circular watermark or background mark.