

Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée



Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Toronto Service Area Office

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 Toronto

55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

55, avenue St. Clair Ouest, 8^{ième} étage
Toronto, ON M4V 2Y7

Telephone: 416-325-9297
1-866-311-8002

Telephone: 416-325-9297
1-866-311-8002

Facsimile: 416-327-4486

Télécopieur: 416-327-4486

DEC 06 2010

Ms. Vija Mallia
Administrator
Castleview Wychwood Towers
351 Christie Street
Toronto, ON M6G 3C3

Dear Ms. Mallia:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted **October 5, 6, 2010** 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 Toronto Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A. Carruthers

for Jane Carruthers
LTC Homes Inspector

A. Williams

for Amanda Williams
LTC Homes Inspector



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

**Rapport d'inspection
prevue 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

Toronto Service Area Office
55 St. Clair Avenue West, 8th Floor

Bureau régional de services de Toronto
55, avenue St. Clair ouest, 8^{ième} étage
Ottawa ON K1S 3J4

Telephone: 416-325-9297
1-866-311-8002
Facsimile: 416-327-4486

Téléphone: 416-325-9297
1-866-311-8002
Télécopieur: 416-327-4486

**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

Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
October 5 & 6, 2010	2010_101_9510_05Oct 100709 2010_113_9510_05Oct 111507	Follow-up (Log # T-0789)
Licensee/Titulaire Toronto Long-Term Care Homes and Services, 55 John Street, Toronto, ON M5V 3C6		
Long-Term Care Home/Foyer de soins de longue durée Castlevue Wychwood Towers, 351 Christie Street, Toronto, ON M6G 3C3		
Name of Inspector(s)/Nom de l'inspecteur(s) Jane Carruthers (113) and Amanda Williams(101)		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a follow-up inspection following the 2009 Annual Review where the following unmet criteria were issued at the time under the Program Standards and Criteria Manual:

M3.3
M3.23
O3.1

During the course of the inspection, the inspectors spoke with: The Administrator, Assistant Administrator, Building Services Manager, Personal Support Workers (PSWs), housekeeping staff and registered nursing staff.

During the course of the inspection, the inspectors: conducted an inspection of resident home areas, resident rooms and communal bathing areas.

The following Inspection Protocols were used during this inspection:

Accommodation- Housekeeping
Infection Prevention and Control
Safe and Secure

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

7 WN
2 VPC
1 CO: CO # 001



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'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.

WN #1: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s.15(2)(a). Every licensee of a long-term care home shall ensure that,
(a) the home, furnishings and equipment are kept clean and sanitary;

Findings:

1. Dining room chairs and staff feeder stools in the 3rd, 4th and 7th floor dining rooms are soiled with dried spills, food and debris.
2. Soiled and stained resident lounge and sofa chairs in the following areas:
 - 5C, 4W, 4C, and 3W lounges and common areas
 - soiled sofa outside of room 405C
 - Two resident rooms had soiled and stained resident personal lounge chairs present
3. Heavily soiled bases of a sit to stand lifts that were stored in the following areas:
 - outside of room 304C and 311C on October 5, 2010
4. A soiled weight scale stored in hallway in unit 3W
5. Soiled sides and mesh back of a PVC walker stored in the hallway of unit 3W
6. Soiled and discolored call bell strings in public "washrooms #5 and #6" in unit 2C
7. Soiled privacy curtain at the entrance of "washroom #4" in unit 4C
8. Soiled resident wheelchair seat cushions in the following areas:
 - unclaimed resident wheelchair located in the hallway outside of room 403W
 - Three identified resident wheelchairs
9. A heavy dirt and wax build-up on floor surfaces in identified resident bedrooms
10. On October 6, 2010, the 4th floor dining floor dining room floor was soiled with crumbs and debris after housekeeping had mopped the surface.
11. On October 6, 2010, the 5W TV lounge had crumbs and debris under lounge furniture.

Inspector ID #: 113 & 101

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure all resident furniture, including dining room furniture in the areas identified above is kept clean and sanitary. This plan is to be implemented voluntarily.



WN #2: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s.15(2)(c). Every licensee of a long-term care home shall ensure that,
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

Findings:

1. Handrails in the following areas were split at the seam and not securely fastened to the wall making them loose and unstable:
 - at the entrance of Washroom #3 in unit 4W
 - at the entrance Washroom #3 in unit 4C
2. Cracked and lifted one piece flooring in room 304C
3. Chipped and scratched wooden legs of lounge and sofa chairs in the following common areas:
 - 3C, 3W, 4C, 4W, 6C
4. Soap dispensers were relocated in resident washrooms in unit 2W leaving the previous area on the wall unpatched.
5. Chipped and cracked flooring at the threshold of resident washroom 207W
6. Cracked and lifting flooring in a communal shower stall in "washroom #4" in unit 4W

Inspector ID #: 113 & 101

Additional Required Actions:

None

WN #3: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s. 3(1)1. Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

(1) Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Findings:

1. Soiled incontinent products in clear plastic bags were stored in hallways in resident home areas throughout the Home.
2. On October 6, 2010, a soiled linen cart stored outside of "washroom #1" in unit 4W had a ripped and damaged clear plastic bag with soiled incontinent products falling out of the bottom.

Inspector ID #: 113 & 101

Additional Required Actions:

None

WN #4: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.

Findings:

1. On October 6, 2010 in unit 4W an electrical cord was stretched across the hallway creating a trip hazard. Residents were present in the area at the time and the area was unattended and not monitored by staff.

Inspector ID #: 113 & 101



Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure the home is a safe and secure environment for its residents while electrical equipment is being used in resident home areas. This plan is to be implemented voluntarily.

WN #5: The Licensee has failed to comply with O. Reg 79/10 s. 229(4). The licensee shall ensure that all staff participate in the implementation of the program.

Findings:

1. Housekeeping staff who were interviewed did not use cleaning and disinfecting products on resident rooms, bathrooms and common areas for daily clean.
2. Cleaning and disinfecting chemicals were not readily available to staff. Staff interviewed were unable to locate cleaning and disinfecting supplies prior to and following bathing of residents in communal shower/tub rooms on October 6, 2010.

Inspector ID #: 113 & 101

Additional Required Actions:

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

WN #6: The Licensee has failed to comply with O. Reg 79/10 s. 87(2)(b). As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,
(b) cleaning and disinfection of resident care equipment, such as whirlpools, tubs, shower chairs, and lift chairs and supplies and devices, including personal assistance services devices, assistive aids, and positioning aids and contact surfaces, using hospital grade disinfectant and in accordance with manufacturer's specifications;

Findings:

1. On October 6, 2010, staff interviewed were unable to locate cleaning and disinfection chemicals for use in communal shower rooms.
2. The home's policy and procedure for the disinfecting and storage of chemical supplies was not followed.

Inspector ID #: 113 & 101

Additional Required Actions:

None

WN #7: The Licensee has failed to comply with O. Reg 79/10 s. 87(3). The licensee shall ensure that a sufficient supply of housekeeping equipment and cleaning supplies is readily available to all staff at the home.

Findings:

1. On October 6, 2010, cleaning and disinfecting supplies were not readily available to nursing staff to clean and disinfectant personal care equipment between resident use (i.e. commode and shower chairs). Staff interviewed were unable to locate the product.

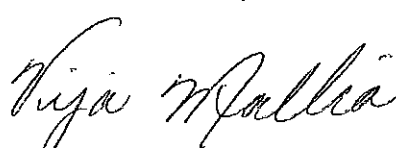
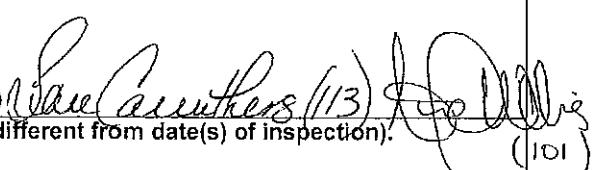


Ministry of Health and
Long-Term Care
Ministère de la Santé et
des Soins de longue durée

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*

Inspector ID #:	113 & 101
Additional Required Actions:	
None	

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.
	
Title: Administrator	Date: October 12, 2010
	Date of Report (if different from date(s) of inspection).



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

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	Licensee Copy/Copie du Titulaire	☒ Public Copy/Copie Public
Name of Inspectors:	Amanda Williams Jane Carruthers	Inspector ID # 101 113
Log #:	T-0789	
Inspection Report #:	2010_101_9510_05Oct100709 2010_113_9510_05Oct111507	
Type of Inspection:	Follow up	
Date of Inspection:	October 5,6, 2010	
Licensee:	Toronto Long-Term Care Homes and Services, 55 John Street, Toronto, ON M5V 3C6	
LTC Home:	Castlevue Wychwood Towers, 351 Christie Street, Toronto, ON M6G 3C3	
Name of Administrator:	Vija Mallia	

To, Toronto Long-Term Care Homes and Services, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
Pursuant to: O. Reg 79/10 s. 229(4). The licensee shall ensure that all staff participate in the implementation of the program.			
Order: 1. The licensee shall educate and monitor all staff on cleaning and disinfecting practices for high contact surfaces and shared personal equipment i.e. shower chairs and commodes. 2. The licensee shall ensure that disinfecting products are readily available to staff at all times.			
Grounds: 1. On October 6, 2010, nursing staff interviewed were unable to locate cleaning and disinfection chemicals for use between residents in communal shower rooms. 2. The home's policy and procedure for disinfecting and storage of chemical supplies was not followed. 3. Housekeeping staff who were interviewed did not use cleaning and disinfecting products on resident rooms, bathrooms and common areas for daily clean.			
This order must be complied with by:		November 30, 2010	



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

REVIEW/APEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

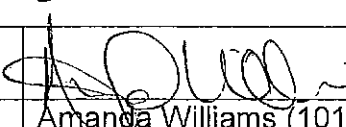
The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Issued on this 12 day of October, 2010.	
Signature of Inspector:	
Name of Inspector:	Amanda Williams (101) Jane Carruthers (113)
Service Area Office:	Toronto Service Area