

**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
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**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
Téléphone: 613-569-5602
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November 18, 2010

Ms. Louise Bourdon
Administrator
Centre D'Accueil Champlain
275 Perrier Street
Vanier ON K1L 5C6

Dear Ms. Bourdon:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on September 9, 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 Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,


Colette Asselin
LTC Home Inspector – Nurse

c President, Resident's Council
President, Family Council



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

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

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Licensee Copy/Copie du Titulaire



Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection

September 9, 2010

Inspection No/ d'inspection

2010_134_9511__09Sep092442

Type of Inspection/Genre d'inspection

Complaint – log # O-00147

Licensee/Titulaire

City of Ottawa, Long-Term Care Branch, 275 Perrier Ave, Ottawa, ON K1L 5C6
Fax: 613-746-5572

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

Centre D'Accueil Champlain 275 Perrier, Ottawa, Ontario K1L 5C6

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

Colette Asselin # 134 and Lyne Duchesne # 117

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to care and services provided to a resident.

During the course of the inspection, the inspectors spoke with the Director of Nursing, the evening Nursing Coordinator, 4 Personal Support Workers (PSW) and the unit charge nurse.

During the course of the inspection, the inspectors reviewed one resident's Health Care Records as well as the Home's Policy # 355.08 related to safe repositioning of residents while in wheelchair,

The following Inspection Protocols were used during this inspection:

1. Personal Support Services
2. Continence Care and Bowel Management.

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

1 WN
1 VPC

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 constitue un avis écrit de l'exigence prévue au paragraphe 1 de la section 152 de la loi sur les foyers de soins de longue durée.

Le non-respect des exigences selon la *Loi des foyers de soins de longue durée* 2007 fut trouvé. (Une exigence dans la 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 THE Long-Term Care Homes Program Manual Standards and Criteria.

Criterion M1.18 - The facility's policies, procedures, and work routines shall be followed in the provision of care and services. Staff shall be re-instructed when required.

Findings:

1. One resident was wheelchair bound. She required a 2 person transfer using a mechanical lift from bed to chair and visa versa. She also required assistance with repositioning following her transfer.
2. Policy and Procedure no 355.08 was last revised November 2008 and it stipulates that a lifting sheet is to be used to reposition a wheelchair bound resident unable to help.
3. PSW interviewed on Sept 9, 2010 state they did not follow the home's policy no 355.08 when they repositioned this resident in the wheelchair.
4. As a consequence, on June 14 the resident was repositioned in the wheelchair without the use of the lifting sheet. Shortly after the resident was found sliding out of the wheelchair and sustained injuries.

VPC- pursuant LTCHA, 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 be implemented voluntarily. The home is to prepare a plan for achieving compliance in meeting the requirement that policy and procedure no 355.08 related to repositioning of residents in wheelchair is complied with or revised as necessary.

Inspector ID #: # 117 and # 134

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:

Date:

Date of Report: September 29, 2010