

**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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December 13, 2010

Mr. Mike MacDonald
Administrator
Community Nursing Home/Pickering
1955 Valley Farm Road
Pickering ON L1V 3R6

Dear Mr. Macdonald:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on November 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,

A handwritten signature in cursive script that reads "Lynda Brown".

Lynda Brown
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 November 9, 2010	Inspection No/ d'inspection 2010_111_2693_24Nov120439	Type of Inspection/Genre d'inspection Complaint (Log # O-002242 & O-002485)
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Licensee/Titulaire

Community Lifecare Inc.,
1955 Valley Farm Road, 3rd Floor,
Pickering, ON L1V 1X6
Fax: 905-831-1802

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

Community Nursing Home-Pickering,
1955 Valley Farm Road,
Pickering, ON L1V 3R6
Fax: 905-420-6030

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

Lynda Brown, ID #111

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to a deceased resident.

During the course of the inspection, the inspector spoke with the Administrator and the Director of Care.

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

The following Inspection Protocols were used during this inspection: Prevention of Abuse, Neglect and Retaliation

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

2 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.22 (1). Every licensee of a long-term care home who receives a written complaint concerning the care of a resident or the operation of the long-term care home shall immediately forward it to the Director.

Findings:

A written complaint letter was received by the home and was not forwarded to the Ministry immediately.

Inspector ID #: 111

WN #2: The Licensee has failed to comply with O.Reg. 79/10, s.101 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

Findings:

A written complaint letter was received by the home and was not responded to within 10 business days.

Inspector ID #: 111

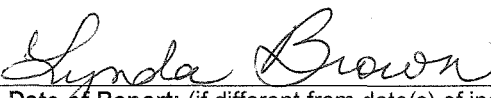
Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

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: (if different from date(s) of inspection).


 Nov. 24/10