



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 sous la
Loi de 2007 sur les foyers de
soins de longue durée

Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch

Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 10, 2012	2012_049143_0054	O-001110- 12/001380- 12	Complaint

Licensee/Titulaire de permis *CVA (No.1) LP % Southbridge Management Services LP*
PM ~~CRAIGLEE NURSING HOME LIMITED~~ *150 Water Street South, Suite 201*
PM *Cambridge ON N1R 3E2*
PM c/o Deloitte & Touche Inc. - 181 Bay Street, Brookfield Place, Suite 1400, TORONTO,
ON, M5J-2V1

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

CRAIGLEE NURSING HOME

102 CRAIGLEE DRIVE, SCARBOROUGH, ON, M1N-2M7

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

PAUL MILLER (143)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): December 5th-9th, 2012

Two complaint inspections were completed Log #O-001380-12 and Log #O-
~~002085-12~~. 001110-12  .


During the course of the inspection, the inspector(s) spoke with The Administrator, the Director of Nursing, the Assistant Director of Nursing, the RAI Coordinator, Registered Nurses, Registered Practical Nurses, Personal Support Workers, residents and family members.

During the course of the inspection, the inspector(s) Reviewed resident health care records, Registered Staff and Personal Support Workers staffing schedules, staffing plan, call in schedule and observed resident care and services.

The following Inspection Protocols were used during this inspection:
Dignity, Choice and Privacy

Personal Support Services

Responsive Behaviours

Sufficient Staffing

There are no findings of Non-Compliance as a result of 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



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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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 10th day of December, 2012

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