



**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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**Public Copy/Copie du public**

| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>Registre no</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|------------------------------------------------|-----------------------------------------------|--------------------------------|----------------------------------------------------|
| Nov 30, 2012                                   | 2012_188168_0003                              | H-002124-<br>11                | Complaint                                          |

**Licensee/Titulaire de permis**

**THE REGIONAL MUNICIPALITY OF HALTON  
1151 BRONTE ROAD, OAKVILLE, ON, L6M-3L1**

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

**CREEK WAY VILLAGE  
5200 Corporate Drive, BURLINGTON, ON, L7L-7G7**

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

**LISA VINK (168)**

**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): November 28, 2012

During the course of the inspection, the inspector(s) spoke with the Director of Resident Care and the Manager of Resident Care.

During the course of the inspection, the inspector(s) reviewed the home's policy and procedure related to Pain Management, reviewed the identified resident's clinical record in addition to two other resident's who were identified to require pain management interventions and observed random residents in the long-term care home.

The following Inspection Protocols were used during this inspection:  
Pain

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   |



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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.)

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.

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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 30. General requirements**

**Specifically failed to comply with the following:**

**s. 30. (2) The licensee shall ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented. O. Reg. 79/10, s. 30 (2).**

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**Findings/Faits saillants :**



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1. The licensee has not ensured that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's response to interventions are documented.

Resident #001 was experiencing pain in the fall of 2011 and was being treated with routine and as needed analgesic, as ordered by the physician.

Available documentation in the resident's clinical record (Progress Notes, Weekly Pain Assessments and the 72 Hour Pain Assessment Tool) does not support that staff consistently documented in October and November 2011, the resident's response to the medication following the administration of the as needed analgesic.

The Manager of Resident Care confirmed that the home had previously identified that the effectiveness of as needed medication was not being consistently documented and that this was one of the reasons why the home's Pain Management Program and Assessment Tools have been revised since 2011. [s. 30. (2)]

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**Issued on this 30th day of November, 2012**

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

A handwritten signature in black ink, appearing to read "T. L. L.", is written within the signature box.