



**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
prévus le Loi de 2007 les
foyers de soins de longue**

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
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Feb 27, 28, 29, Mar 1, 2, 5, 2012	2012_083178_0005	Complaint

Licensee/Titulaire de permis

TORONTO LONG-TERM CARE HOMES AND SERVICES
55 JOHN STREET, METRO HALL, 11th FLOOR, TORONTO, ON, M5V-3C6

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

CUMMER LODGE
205 CUMMER AVENUE, NORTH YORK, ON, M2M-2E8

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

SUSAN LUI (178)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with Administrator, Manager Programs and Services, Registered Staff, Personal Care Aides (PCAs), Recreation Services Assistant (RSA).

During the course of the inspection, the inspector(s) observed resident care, reviewed resident care records, reviewed home policies.

The following Inspection Protocols were used during this inspection:

Personal Support Services

Recreation and Social Activities

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
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.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care

Specifically failed to comply with the following subsections:

s. 6. (8) The licensee shall ensure that the staff and others who provide direct care to a resident are kept aware of the contents of the resident's plan of care and have convenient and immediate access to it. 2007, c. 8, s. 6 (8).

**s. 6. (11) When a resident is reassessed and the plan of care reviewed and revised,
(a) subsections (4) and (5) apply, with necessary modifications, with respect to the reassessment and revision;
and
(b) if the plan of care is being revised because care set out in the plan has not been effective, the licensee shall ensure that different approaches are considered in the revision of the plan of care. 2007, c. 8, s. 6 (11).**

Findings/Faits saillants :

1. Different approaches were not considered in the revision of an identified resident's Activities Participation plan of care. The identified resident suffers from dementia, is at high risk for pressure ulcers, and spends most of his/her time in bed. The resident's quarterly assessments of April 2011, July 2011, October 2011, and January 2012, all indicate that the resident had no involvement in activities. The resident's plan of care for Activities Participation was not revised to include any new strategies to address this issue, and no referrals were made to arrange one-to-one activities for the resident, such as Music Therapy or the Volunteer Visitor program.

[s.6.(11)(b)]

2. Referrals were initiated for Music Therapy and the Volunteer Visitor program after the inspector arrived in the home on February 28, 2012.

[s.6.(11)(b)]

3. When interviewed on February 29, 2012, the Recreation Services Assistant was not aware of the identified resident's plan of care for Comfort, and that the resident had been referred to, and was receiving services from the Complementary Care Program in the home.

[s.6.(8)]

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 that different approaches are considered when revising the Activities Participation plan of care for an identified resident, to be implemented voluntarily.



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Issued on this 5th day of March, 2012

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

Auson Liu (178)