

Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée



Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Toronto Service Area Office

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 Toronto

55 St. Clair Avenue West, 8th Floor
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FEB 02 2011

Ms. Evelyn MacDonald
Administrator
Eatonville Care Centre
420 The East Mall
Etobicoke ON M9B 3Z9

Dear Ms. MacDonald:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted **December 13, 14, 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 Toronto Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A. Marseille

for Catherine Palmer
LTC Homes Inspector

A. Marseille

for Nicole Ranger
LTC Homes Inspector

must be posted in the home



**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 December 13, 14, 2010	Inspection No/ d'inspection 2010_152_2468_13Dec103300	Type of Inspection/Genre d'inspection Complaint
Licensee/Titulaire The Royal Crest Lifecare Group Inc. c/o Ernst and Young Inc. - 222 Bay Street TD Centre, P.O. Box 251 Toronto, ON M5K 1J7 Fax- 416-621-8003		
Long-Term Care Home/Foyer de soins de longue durée Highbourne Lifecare Centre 420 The East Mall Etobicoke ON M9B 3Z9		
Name of Inspector(s)/Nom de l'inspecteur(s) Catherine Palmer (152) and Nicole Ranger (189)		
Inspection Summary/Sommaire d'inspection		

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

During the course of the inspection the inspectors spoke with the administrator, assistant director of care, registered staff.

During the course of the inspection, the inspectors reviewed resident's health care record, reviewed resident admission agreement, completed interviews.

The following Inspection Protocols were used during this inspection:

Personal Support Services

Resident Charges

☒ There are no findings of Non-Compliance as a result of this inspection.

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).