

**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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November 10, 2010

Mr. Carl Balcom
Administrator
Elisabeth-Bruyere Residence
75 Bruyere Street
Ottawa ON K1N 5C8

Dear Mr. Balcom:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on August 19, 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,


for Colette Asselin
LTC Home Inspector – Nursing

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 August 9, 2010	Inspection No/ d'inspection 2010_134_2759_18August164416	Type of Inspection/Genre d'inspection Complaint Log# O-00338
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Licensee/Titulaire

Bruyère Continuing Care Inc., 43 Bruyère, Ottawa ON K1N 5C8

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

Elizabeth Bruyère Résidence, 75 Bruyère, Ottawa ON K1N 5C8

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

Colette Asselin, ID # 134

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to care and services provided to one resident. .

During the course of the inspection, the inspector spoke with the Administrator, Charge Nurse, the regulated practical nurse (RPN) and several PSWs, who worked on the 6th floor on August 19, 2010.

During the course of the inspection, the inspector visited and assessed the resident, observed the dining experience at lunch time, reviewed the resident's plan of care, medical records and the assignment sheet for the days in question.

The following Inspection Protocols were used in part or in whole during this inspection:

- Personal Support Services and Prevention of Abuse, Neglect and Retaliation.

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: September 22, 2010