



**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***

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

London Service Area Office  
291 King Street, 4th Floor  
London ON N6B 1R8

Bureau régional de services de London  
291, rue King, 4<sup>ème</sup> étage  
London ON N6B 1R8

**Ministère de la Santé et des Soins de  
longue durée**

Division de la responsabilisation et de la performance du  
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|--------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------|
| <b>Date of inspection/Date de l'inspection</b><br>October 25, 2010 | <b>Inspection No/ d'inspection</b><br>2010_105_2173_25Oct095259 | <b>Type of Inspection/Genre d'inspection</b><br>L-01558 Complaint |
|--------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------|

**Licensee/Titulaire**  
Extendicare Toronto Inc. 3000 Steeles Ave. E Suite 700 Markham ON L3R 9W2

**Long-Term Care Home/Foyer de soins de longue durée**  
Extendicare London 860 Waterloo St. London ON N6A 3W6

**Name of Inspector/Nom de l'inspecteur(s)**  
June Osborn #105

**Inspection Summary/Sommaire d'inspection**

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

During the course of the inspection, the inspector spoke with 4 registered staff, home's dietitian, and DOC.

During the course of the inspection, the inspector interviewed 4 registered staff as to protocol when resident care requires change to orders for medications especially for analgesics and for changes to wound care treatments. Interviewed the dietitian as to acceptable decisions made by nurses concerning giving resident's a diet different than they are ordered. Reviewed applicable policies and procedures. Reviewed the MD communication books used by staff to indicate changes in resident needs.

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



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d'inspection prévue  
le *Loi de 2007 les  
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| <b>Signature of Licensee or Representative of Licensee</b><br><b>Signature du Titulaire du représentant désigné</b> |              | <b>Signature of Health System Accountability and Performance Division<br/>representative/Signature du (de la) représentant(e) de la Division de la<br/>responsabilisation et de la performance du système de santé.</b> |  |
|                                                                                                                     |              |                                                                                                                                       |  |
| <b>Title:</b>                                                                                                       | <b>Date:</b> | <b>Date of Report:</b><br>October 27, 2010                                                                                                                                                                              |  |
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