



**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

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jul 31, 2013	2013_193150_0018	O-000008- 13/000616- 13	Complaint

Licensee/Titulaire de permis

EXTENDICARE TORONTO INC

3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

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

EXTENDICARE SCARBOROUGH

3830 LAWRENCE AVENUE EAST, SCARBOROUGH, ON, M1G-1R6

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

CAROLE BARIL (150)

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): July 24, 25, 2013

During the course of this inspection the inspector conducted two complaint inspections, log#O-000616-13, log#O-000008-13.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Registered Nurse, Registered Practical Nurse, Physiotherapist, Personal Support Worker, Laundry Staff and Residents.

During the course of the inspection, the inspector(s) reviewed resident's health records, reviewed the linen and incontinent products distribution process, Contenance Assessment policy #RESI-05-04-01 version March 2012, Urinary Contenance Program policy #05-04-01 version May 2010, Pain Management Program, staff-resident interactions and interviewed residents.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Laundry

Contenance Care and Bowel Management

Dignity, Choice and Privacy

Pain

Personal Support Services

There are no findings of Non-Compliance as a result of 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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 31st day of July, 2013

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