

**Ministry of Health and Long-Term Care**

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

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

Telephone: 519-675-7680
Facsimile: 519-675-7685

Bureau régional de services de London
491, rue King, 4^{ième} étage
London ON N6B 1R8

Téléphone: 519-675-7680
Télécopieur: 519-675-7685

Inspection Report under the LTC Homes Act, 2007 ☒ Public Copy ☐ Licensee Copy		Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée ☐ Copie du Titulaire ☐ Copie de la Publique	
Date(s) of inspection/Date de l'inspection Aug. 5, 2010		Inspection No/ d'inspection 2010_135_2842	Type of Inspection/Genre d'inspection Dietary Complaint #L-00421 Info line # IL-14126-LO
Licensee/Titulaire Extendicare Canada 3000 Steeles Ave. East Suite 700 Markham Ontario L3R 9W2			
Long-Term Care Home/Foyer de soins de longue durée Extendicare Southwood Lakes 1255 North Talbot Road Windsor, Ont. N9G 3A4			
Name of Inspector(s)/Nom de l'inspecteur(s) Bonnie MacDonald (ID#135) Ruth Hildebrand (ID #128)			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection was to conduct a complaint inspection related to constipation for Resident #1000002. The inspection was conducted by the two (2) inspectors identified above. The inspection occurred on August 5, 2010. During the course of the inspection, the inspectors spoke with members of the management team, including the Administrator, Director of Care, RAI Coordinator, Clinical Coordinator, Nutrition Manager; resident #1000002, and registered nursing staff who work in St. Clair resident home area. A review of resident #1000002's records was completed. On Aug.5, 2010, resident was observed eating their lunch in the St. Clair dining room. The following Inspection Protocols were used in part or in whole during this inspection: • Continence Care and Bowel Management • Nutrition and Hydration Findings of Non-Compliance were found during this inspection. The following action was taken: 8 WN 8 VPC 0 CO			

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Plan of correction/Plan de redressement
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

WN#1: The Licensee has failed to comply with: LTCHA, 2007, S.O 2007. c. 8, s. 6 (1). Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out, clear directions to staff and others who provide direct care to the resident.

Findings:

1. Resident's plan of care in effect until Sept. 22, 2010 does not identify constipation as a problem; nor does the plan of care provide interventions or directions to staff providing direct care to this resident with a diagnosis of constipation.

Further Inspector Actions:

VPC –pursuant to LTCHA 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 be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN – Immediate

Required Compliance Date for VPC – August 27, 2010

WN#2: The Licensee has failed to comply with: LTCHA, 2007, S.O 2007, c. 8, s 6(10)(b) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when, the resident's care needs change or care set out in the plan is no longer necessary.

Findings:

1. Resident returned from hospital Nov. 21/09 with diagnosis of constipation. Resident's quarterly MDS assessment Dec. 8, 2009 did not identify constipation as a problem. Resident's most recent full MDS assessment June 8, 2010 did not identify constipation as problem. According to staff the resident has a known history of constipation for the last 8 months that have not been assessed or reassessed to meet resident's changing needs. Interventions been not been developed as part of the resident's plan of care. Resident was admitted to hospital Aug. 3/10 with a diagnosis of constipation.

Further Inspector Actions:

VPC –pursuant to LTCHA 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 be implemented voluntarily.

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

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 suivant constitue un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

Inspector ID#: 135

Required Compliance Date for WN – Immediate

Required Compliance Date for VPC – August 27, 2010

WN#3: The Licensee has failed to comply with: LTCHA, 2007, S.O 2007, c.8, s 6(11)(b)
When a resident is reassessed and the plan of care reviewed and revised, 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.

Findings:

1. No other interventions were put in place except medication for constipation since Nov. 2009. There have been no revisions to the resident's plan of care related to constipation since Nov. 2009.
2. Resident has not been reassessed for constipation since Nov. 2009.

Further Inspector Actions:

VPC –pursuant to LTCHA 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 be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN – August 27, 2010

Required Compliance Date for VPC – August 27, 2010

WN#4: The Licensee has failed to comply with: LTCHA, 2007, S.O 2007, c.8, s 6(4)(a)
The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other, in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other.

Findings:

1. Nursing staff interviewed indicated that there was a known problem of constipation with resident since Nov. 2009.
The resident's constipation has not been addressed in the Resident's nutritional plan of care or the MDS assessments of Dec. 8, 2009 and June 8, 2010.

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

Further Inspector Actions:

VPC –pursuant to LTCHA 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 be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN – immediate

Required Compliance Date for VPC – August 27, 2010

WN#5: The Licensee has failed to comply with: LTCHA, 2007, S.O 2007, c. 8, s 6 (4)(b)

The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other, in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

Findings:

1. Resident was diagnosed with constipation in Nov. 2009. Nursing staff interviewed stated constipation was a known problem. Constipation was not identified on the plan of care, nor was a referral made to the home's Dietitian.

Further Inspector Actions:

VPC –pursuant to LTCHA 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 be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN –immediate

Required Compliance Date for VPC – August 27, 2010

WN#6: The Licensee has failed to comply with: O. Reg. 79/10, s26(4)(a)

The licensee shall ensure that a registered Dietitian who is a member of the staff of the home, completes a nutritional assessment for all residents on admission and whenever there is a significant change in a resident's health condition.

Findings:

1. Resident was not referred or reassessed by home's Dietitian upon resident's return from hospital after significant change in health status related to constipation in Nov. 2009.

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

Further Inspector Actions:

VPC –pursuant to LTCHA 2007, S.O 2007, c.8, s. 152(2) to the licensee is hereby requested to prepare a written plan of correction for achieving compliance to be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN – immediate

Required Compliance Date for VPC – August 27, 2010

WN#7: The Licensee has failed to comply with: O. Reg. 79/10, s 8(1)(a)

Where the Act or this regulation requires the licensee of a long-term care home to have, instituted or otherwise put in place any procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system is in compliance with and implemented in accordance with all applicable requirements under the Act.

Findings:

1. Resident had diagnosis of constipation since Nov.21/09. Since that time the home has not provided resident with nutrition related high fibre protocols as per the home's nutritional bowel interventions policy to assist the resident with constipation.

Further Inspector Actions:

VPC –pursuant to LTCHA 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 be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN – immediate

Required Compliance Date for VPC – August 27,2010

WN#8: The Licensee has failed to comply with: O. Reg. 79/10, s 71(5)

The licensee shall ensure that an individualized menu is developed for each resident whose needs cannot be met through the home's menu cycle.

Findings:

1. Resident had a history of constipation since Nov.2009. There are no high fibre protocols in place for this resident as part of their nutritional plan of care.

Further Inspector Actions:

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraph 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

VPC –pursuant to LTCHA 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 be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN – immediate

Required Compliance Date for VPC – August 27,2010

Signature of Licensee or Designated Representative
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.

Bonnie MacDonald

Date of Report (if different from date(s) of inspection).
August 16, 2010

Title: *Inspector Dietary*

Date: *Aug. 26/10*