

**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 conformitéLondon Service Area Office
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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 July 20, 2010		Inspection No/ d'inspection 2010-115-2842- 19Jul160850	Type of Inspection/Genre d'inspection Complaint L-00074
Licensee/Titulaire Extendicare (Canada) Inc. 3000 Steeles Ave. Suite 700 Markham, ON L3R 9W2			
Long-Term Care Home/Foyer de soins de longue durée Extendicare Southwood Lakes 1255 North Talbot Road Windsor, ON N9G 3A4			
Name of Inspector(s)/Nom de l'inspecteur(s) Terri Daly (#115)			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection was to conduct a complaint inspection			
The inspection was conducted by 1 inspector identified above.			
The inspection occurred on July 20, 2010 with 1 inspector being present.			
During the course of the inspection, the inspector(s) spoke with: Kim Johnston, Director of Care; Sandra Pontoni, Dietary; Daisy Agne, RPN; resident and family member.			
The following Inspection Protocols were used in part or in whole during this inspection: Dining Observation Dignity, Choice and Privacy Safe and Secure Home			
2 Findings of Non-Compliance were found during this inspection. The following action was taken: 2 WN 0 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 envoie
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

WN#1: The Licensee has failed to comply with: O. Reg. 79/10 s.15.(1)(a)

Every licensee of a long-term care home shall ensure that where bed rails are used, the resident is assessed and his or her bed system is evaluated in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices, to minimize risk to the resident;

Findings:

1. Resident indicates that the bed rails cause discomfort at times when in bed.

Inspector ID#: 115

Required Compliance Date for WN: Immediate

WN#2: The Licensee has failed to comply with: O. Reg. 79/10 s.26.(3) 5.

A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:

5. Mood and behaviour patterns, including wandering, any identified responsive behaviours, any potential behavioural triggers and variations in resident functioning at different times of the day.

Findings:

1. A resident's plan of care does not address behaviours which have been identified on flow sheets.

Inspector ID#: 115

Required Compliance Date for WN: Immediate

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.

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.

Sharon Peury for T. Daly

Title:

Date:

Date of Report (if different from date(s) of inspection).
August 9, 2010