

**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
Téléphone: 613-569-5602
Télécopieur: 613-569-9670



November 18, 2010

Ms. Sue MacGregor
Administrator
Extendicare Starwood
114 Starwood Road
Nepean ON K2G 3N5

Dear Ms. MacGregor:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on September 8, 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,


Colette Asselin
LTC Home Inspector – Nurse

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 September 8, 2010	Inspection No/ d'inspection 2010_134_2485_07Sep215604	Type of Inspection/Genre d'inspection Complaint - Log # O-000118
Licensee/Titulaire Extendicare Northeastern Ontario Inc. [a subsidiary of Extendicare (Canada) Inc.] 3000 Steeles Avenue East, Suite 700, Markham, ON L3R 9W2 Fax: 1- 905-470-5588		
Long-Term Care Home/Foyer de soins de longue durée Extendicare Starwood. 114 Starwood Rd, Nepean, ON K2G 3N5 fax 613-224-9309		
Name of Inspector(s)/Nom de l'inspecteur(s) Colette Asselin, # 134		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection related to the care and services provided to a resident. During the course of the inspection, the inspector spoke with the resident, the charge nurse, the Director of Nursing and the Administrator. During the course of the inspection, the inspector reviewed two residents' Health Records. The following Inspection Protocols were used during this inspection: • The Personal Support Services • The Responsive Behavior 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 30, 2010