



**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
prévus le Loi de 2007 les
foyers de soins de longue**

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

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
OCT. 17, 18, 19, 20, 21, 25 , NOV. 14, 2011 OCT 25, 26, Nov 14, 2011	2011_050151_0015	Complaint

Licensee/Titulaire de permis

EXTENDICARE NORTHWESTERN ONTARIO INC

333 York Street, SUDBURY, ON, P3E-4S4

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

EXTENDICARE YORK

333 YORK STREET, SUDBURY, ON, P3E-5J3

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

MONIQUE BERGER (151)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with

- Administrator
- Director of Care
- Assistant Director of Care
- Nurse Manager
- Registered Staff (RNs and RPN's)
- Personal Support Workers (PSWs)
- RAI/MDS Coordinator
- Residents
- Families/visitors

During the course of the inspection, the inspector(s)

- Directly observed the delivery of care and services to residents.
- Conducted daily environmental walk-through the home
- Directly observed dining and meal delivery service,
- Reviewed policies and procedures manuals,
- Reviewed resident health care records
- Reviewed staffing patterns for RNs, RPN and PSWs
- Reviewed home's policies regarding staffing and resident assignments
- Reviewed schedule for October 25, 2011 with contingent changes identified for when staff are working short one PSW
- Reviewed the report of staffing hires and attrition from July 2011 to October 20, 2011

The following Inspection Protocols were used during this inspection:

Personal Support Services

Sufficient Staffing

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

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

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.

Legendé

WN – Avis écrit
VPC – Plan de redressement volontaire
DR – Aiguillage au directeur
CO – Ordre de conformité
WAO – Ordres : travaux et activités

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.



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Issued on this 14th day of November, 2011

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

Monique S. Berger, Inspector 151, RN.