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, 4iém étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
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Ontario

November 15, 2010

Mr. Lawrence Grant
Administrator
Glebe Centre
950 Bank Street
Ottawa ON K1S 5G6

Dear Mr. Grant:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on August 25, 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,

for Lyne Duchesne
LTC Home Inspector – Nurse

c President, Resident's Council
President, Family Council

Ontario

Inspection Report under the *Long-Term Care Homes Act, 2007*

Rapport d'inspection prévue le *Loi de 2007 les foyers de soins de longue durée*

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☐ **Licensee Copy/Copie du Titulaire** X **Public Copy/Copie Public**

Date(s) of inspection/Date de l'inspection	**Inspection No/ d'inspection**	**Type of Inspection/Genre d'inspection**
August 25 2010	**2010_188_2811_25Aug133253**	Complaint Log # O-000861

Licensee/Titulaire

The Glebe Centre Incorporated
950 Bank St
Ottawa ON
K1S 5G6
Fax (613) 238-4759

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

The Glebe Centre
950 Bank St
Ottawa ON
K1S 5G6
Fax (613) 238-4759

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

Lyne Duchesne

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection regarding the home's internal transfer policies and processes as well as the care and services provided to two identified residents.

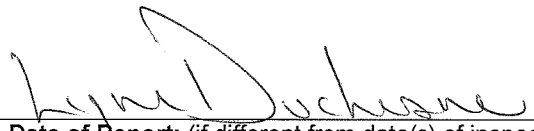
During the course of the inspection, the inspector spoke with the home's administrator, the assistant director of care, the director of resident services, the home's admission coordinator, the home's RAI MDS coordinator, the residential care unit's registered practical nurse for day and evening shift working on August 25 2010, to two day shift health care aids on the unit working on August 25 2010, to two evening shift health care aids on the unit working on August 25 2010 and to two identified residents.

During the course of the inspection, the inspector observed the two identified residents' interactions between each other, with staff and with other residents on the unit; the provision of care to two identified residents on the unit; reviewed the home's internal transfer list; examined the two identified residents' rooms as well as reviewed the two identified residents' health care records.

The following Inspection Protocols were used during this inspection:

- Admission and Discharge Inspection Protocol
- Responsive Behaviours Inspection Protocol

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:** (if different from date(s) of inspection). September 24, 2010