

ORDER(S) of an Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c. 8

Public Copy

Inspector Name:	Richard Hayden
Inspection ID #:	2010_127_2741_27Jul163325
Type of Inspection:	Follow up (H-01775)
Date Order Made:	01 October 2010
Date Order Served:	06 October 2010
Licensee:	Grace Villa Limited
LTC Home:	Grace Villa Nursing Home
Name of Administrator:	Lynette Tyler

To Grace Villa Limited, you are hereby required to comply with the following order(s) by the date(s) set out below:

Compliance Order #: 1

Pursuant to: LTCHA, 2007, S.O. 2007, c. 8, s. 5.

Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

The licensee shall installing barriers around the 1st Floor dining room steam table to restrict resident access to it.

Grounds:

- 1st Floor dining room - A hot steam table was left unattended. The unit was turned off but hot water was left in 4 of its wells and steam was still coming from these wells. The dining room is open to the general area on the 1st Floor

and residents have access to the steam table.

Inspector ID# 127

This order must be complied with by: 31 October 2010

Compliance Order #: 2

Pursuant to: LTCHA , 2007, S.O. 2007, c. 8, s. 15.(2)(a) Every licensee of a long-term care home shall ensure that, the home, furnishings and equipment are kept clean and sanitary.

The licensee shall:

- 1. clean all areas where mouse droppings are found;**
- 2. check for and remove mice from traps on a daily basis; and**
- 3. clean the carpets in the 1st floor and 3rd floor lounges to remove heavy stains.**

Grounds:

- Mouse droppings were observed beneath the heaters in identified resident rooms.
- Dead mice on traps were found in identified resident rooms.
- The carpet was heavily stained in the 1st floor and 3rd floor lounges.
- Two heavily stained and soiled falls arrest mattresses were propped in the corner next to the window in an identified resident room.
- A strong urine odour was detected in a shared washroom.
- Splattered food, saliva and/or expelled food residue was observed on the walls and heater next to a bed in identified resident room.

Inspector ID# 127

This order must be complied with by: 31 October 2010

Compliance Order #: 3

Pursuant to: LTCHA , 2007, S.O. 2007, c. 8, s. 15.(2)(c) Every licensee of a long-term care home shall ensure that, the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

The licensee shall:

- 1. repair, secure and keep secured all toilet seats and toilets in identified resident rooms and in the 2nd North tub room; and**
- 2. remove the unpainted block of wood from the wall behind the door in an identified resident rooms and install a proper door stop.**

Grounds:

- Regular and raised toilet seats were found to be loose in identified resident rooms.

- Toilets were found not secured to the floor allowing them to rock back and forth at the base in identified areas.
- The water in the toilet was running continuously in an identified resident room. The tank was draining on its own and continually refilled after the water had drained to a certain level.
- An unpainted block of wood (a piece of two-by-four) was attached to the wall behind the door for the purpose of a door-stop in an identified resident room.

Inspector ID# 127

This order must be complied with by: 31 October 2010

Compliance Order #: 4

Pursuant to: O. Reg. 79/10, s. 87(2)(a)(i): As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces,

The licensee shall implement cleaning procedures that include resident bedroom floors and wall surfaces and ensure housekeeping staff and others responsible for cleaning the home follow these procedures.

Grounds:

- Mouse droppings were observed beneath the heaters in identified resident rooms.
- Dead mice on traps were found in identified resident rooms.
- The carpet was heavily stained in the 1st floor and 3rd floor lounges.
- Two heavily stained and soiled falls arrest mattresses were propped in the corner next to the window in an identified resident room.
- A strong urine odour was detected in a shared washroom.
- Splattered food, saliva and/or expelled food residue was observed on the walls and heater next to a bed in identified resident room.

Inspector ID# 127

This order must be complied with by: 31 October 2010

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Signature of Inspector(s): _____

Date:

Time Order is Served: