



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection 28 July 2010	Inspection No/ d'inspection 2010_127_2741_27Jul163325	Type of Inspection/Genre d'inspection Follow up (H-01775)
Licensee/Titulaire Grace Villa Limited, 284 Central Avenue, London ON N6B 2C8		
Long-Term Care Home/Foyer de soins de longue durée Grace Villa Nursing Home, 45 Lockton Crescent, Hamilton, ON L8V 4V5		
Name of Inspector(s)/Nom de l'inspecteur(s) Richard Hayden – LTC Homes Inspector – Environmental Health #127		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a follow up inspection in respect of the following previously identified non-compliance: Complaint Investigation #418-2010, 18 May 2010 • M1.18 Probationary Risk Review, 08 June 2010 • NHA, R.S.O. 1990 c. 7, s.20.11: previously issued as M3.23 • O. Reg. 832, s. 21(1): previously issued as O2.1 and O2.12 • B3.16 The inspection was conducted by one (1) inspector, named above, on 28 July 2010. The inspector was in the home for one (1) day. During the course of the inspection, the inspector spoke with the administrator, DOC, ADOC, Environmental Services Manager, Nutrition Manager, housekeeping staff and residents. The following Inspection Protocols were used during this inspection: • Accommodation Services - Housekeeping • Accommodation Services – Maintenance • Safe and Secure Home ☒ Findings of Non-Compliance were found during this inspection. The following action was taken: 7 WN 4 CO: CO # 1, CO # 2, CO # 3, CO # 4, Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.		

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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 prevue 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 prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with: 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.

Findings:

28 July 2010

1. 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

CO #1 was served on the licensee. Refer to the "Order(s) of the Inspector" form.

WN #2: The Licensee has failed to comply with: 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.

Findings:

28 July 2010

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

Inspector ID #: 127

CO #2 was served on the licensee. Refer to the "Order(s) of the Inspector" form.

WN #3: The Licensee has failed to comply with: 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.

Findings:

28 July 2010

1. Regular and raised toilet seats were found to be loose in identified resident rooms.
2. Toilets were found not secured to the floor allowing them to rock back and forth at the base in identified areas.
3. The water in the toilet was running continuously in an identified resident washroom. The tank was draining on its own and continually refilled after the water had drained to a certain level.
4. 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

CO #3 was served on the licensee. Refer to the "Order(s) of the Inspector" form.

WN #4: The Licensee has failed to comply with: 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, cleaning of the home, including, resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces.

Findings:

28 July 2010

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

Inspector ID #: 127

CO #4 was served on the licensee. Refer to the "Order(s) of the Inspector" form.

WN #5 The Licensee has failed to comply with: O. Reg. 79/10, s. 87(2)(a)(ii):

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, cleaning of the home, including, common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces.

Findings:

28 July 2010

1. The carpet was heavily stained in the 1st floor and the 3rd floor lounges.

Inspector ID #:	127
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WN #6: The Licensee has failed to comply with: O. Reg. 79/10, s. 90(2)(d):

The licensee shall ensure that procedures are developed and implemented to ensure that, all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks.

Findings:

28 July 2010

1. Regular and raised toilet seats were found to be loose in identified resident rooms.
2. Toilets were found not secured to the floor allowing them to rock back and forth at the base in identified areas.
3. The water in the toilet was running continuously in an identified resident washroom. The tank was draining on its own and continually refilled after the water had drained to a certain level.

Inspector ID #:	127
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WN #7 The Licensee has failed to comply with: O. Reg. 79/10, s. 91:

The licensee shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times.

Findings:

28 July 2010

1. Hairdressers left the salon without locking the door behind them. Barbicide and bottles containing disinfectant were accessible to residents when the room was left unlocked and unattended.

Inspector ID #:	127
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CORRECTED NON-COMPLIANCE Non-respectés à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
M1.18, LTC Homes Program Manual now found in O. Reg. 79/10, s. 229 (4).			Complaint Investigation #418-2010, 18 May 2010	127
NHA, R.S.O. 1990 c. 7, s.20.11 (previously issued as M3.23, LTC Homes Program Manual now found in LTCHA, 2007, c.8. s. 84 and O. Reg. 79/10, s. 229 (4))			Probationary Risk Review, 08 June 2010 B3.16 and O. Reg. 832, s. 21(1) (previously issued as O2.1 and O2.12) remain outstanding	127

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). 25 October 2010	