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*

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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 24, 2010	2010_191_2770_24Nov111441	Critical Incident 2770-000003-10 L-01768

Licensee/Titulaire
Hanover Nursing Home Limited, 700-19th Avenue, Hanover, ON N4N 3S6

Long-Term Care Home/Foyer de soins de longue durée
Hanover Care Centre, 700-19th Avenue, Hanover, ON N4N 3S6

Name of Inspector(s)/Nom de l'inspecteur(s)
Kim White #191

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an assessment of equipment utilized for bathing as well as policy, procedures and training for transporting residents to the tub room.

During the course of the inspection, the inspector spoke with: Director of Care, Clinical Supervisor, Registered Staff and Maintenance person.

During the course of the inspection, the inspector reviewed the care plan and chart of resident and reviewed the preventative maintenance records of the facility for equipment including the specific tub chair utilized during incident. The inspector also walked through the incident with the Director of Care from the resident room, down the hallway and into the tub room. Inspector visually inspected the tub chair and tub room, doorway entrance and flooring. The inspector also reviewed the policy and procedures of the facility specific to utilization of tub chairs and transporting residents safely, as well as the orientation process and content for staff.

The following Inspection Protocols were used in part or in whole during this inspection: none.

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
2 VPC

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'exigence prévue 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 prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O.Reg. 79/10, s. 36. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

Findings:

1. **Director of Care confirmed that during review of incident staff member scheduled to bathe resident, transported him from his room to the tub room in the bath chair and the bath chair was not in the 'low' position. This transfer was also done with only one staff.**
2. **Policy # 50-80 Safety and Security, Tub Chair, revised May 18 2010 states "The chair must be kept in its lowest position while transporting the resident in the chair".**
3. **Policy #50-80 Safety and Security, Tub Chair revised May 18 2010 states "Two staff must be present when the chair is in the elevated position in order to maintain resident safety".**

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with providing a safe environment for personal care. This plan is to be implemented voluntarily.

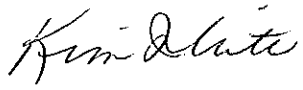
WN #2: The Licensee has failed to comply with O.Reg. 79/10, s. 218.2. For the purposes of paragraph 11 of subsection 76(2) of the Act, the following are additional areas in which training shall be provided:
2. Safe and correct use of equipment, including therapeutic equipment, mechanical lifts, assistive aids and positioning aids, that is relevant to the staff member's responsibilities.

Findings:

1. **Review with the Director of Care confirmed that the Staff Orientation/Training program is focused on body mechanics and currently does not formally include instruction on the safe use of lifts for bathing and/or mobility. The Director of Care conveyed that facility is in the process of reviewing to ensure a more focused component on the safe and correct use of mechanical lifts be added to the Orientation/Training for all staff.**

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with providing comprehensive orientation/training that includes the safe and correct use of mechanical lifts. This plan is to be implemented voluntarily.

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). November 29, 2010